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ABSTRACT

This publication describes services of selected American Red Cross chapters to the homeless and the hungry. Chapter profiles provide information on how chapters of various sizes develop, fund, and implement programs in response to their communities' needs. Program descriptions detail the chapters' fund-raising from private, public, and voluntary sources. The report includes program profiles of the following chapters providing shelter to the homeless: (1) Champaign County (Illinois); (2) Greater Cleveland (Ohio); (3) Kalamazoo County (Michigan); (4) Lancaster County (Pennsylvania); (5) Los Angeles (California); (6) Lower Bucks County (Pennsylvania); (7) Mid-Rio Grande (New Mexico); (8) Onslow County (North Carolina); (9) Oregon Trail; (10) Prince William County (Virginia); (11) Santa Barbara County (California); (12) Thurston-Mason County (Washington); and (13) Virginia Capital. Programs providing food and shelter to the homeless are described for the following Red Cross chapters: (1) Deschutes County (Oregon); (2) Manitowoc County (Wisconsin); (3) Marion County (Ohio); (4) Midland County (Michigan); and (5) Tallahassee (Florida). The following chapter programs providing services to the hungry are profiled: (1) Massachusetts Bay; (2) Broward County (Florida); (3) Brown County (Texas); (4) Camden County (New Jersey); (5) Greater Miami (Florida); and (6) Pasadena (California). Program profiles for the Mid-Michigan chapter, which provides food, shelter, furniture, and job training for the homeless, and the St. Louis Bi-State chapter, which provides shelter and transportation, are presented. Five figures and samples of forms, letters, and certificates are included. (AF)

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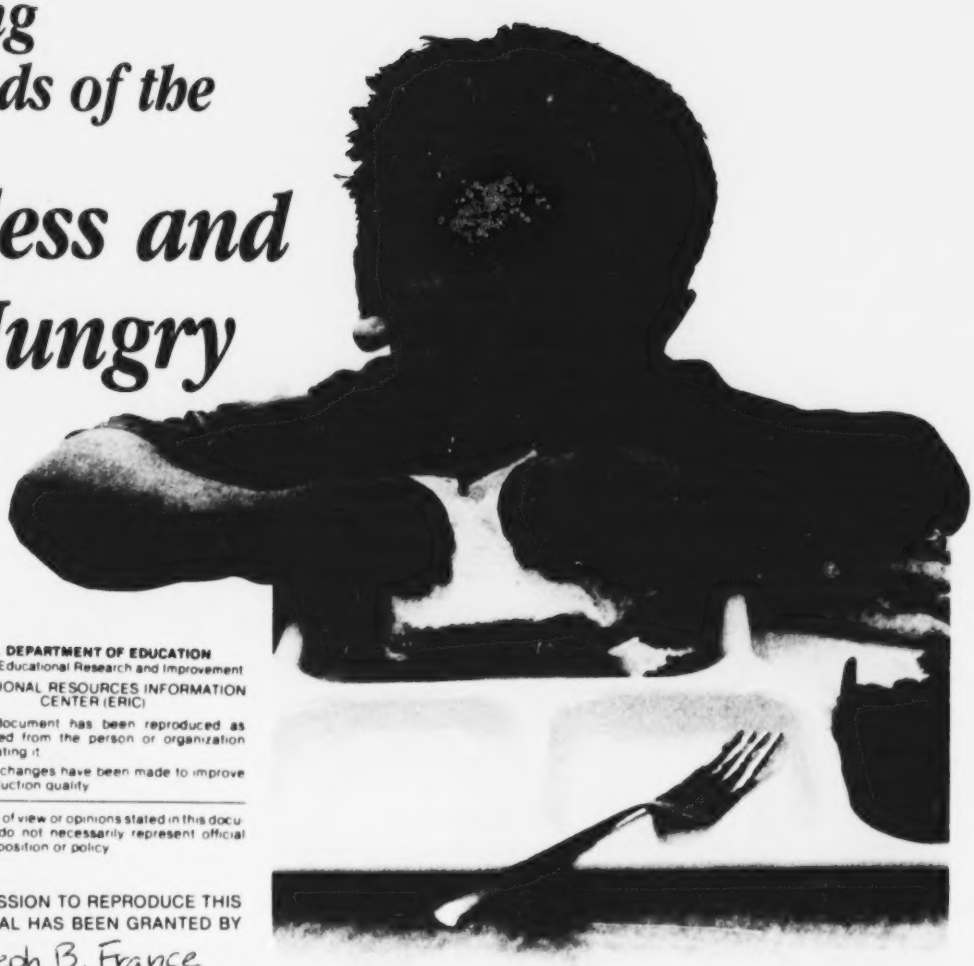
Recognizing the Needs of the Homeless and the Hungry



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Recognizing the Needs of the Homeless and the Hungry (ARC 4608-A) is the second publication highlighting what chapters are doing for the homeless. It is intended to supplement *Recognizing the Needs of the Homeless* (ARC 4608), published in 1986.

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Introduction and Overview

The profiles of chapter services to the homeless and the hungry offer information about how chapters—large and small—develop, fund, and implement programs in response to community needs.

The purpose of this publication is to—

- Document the various activities of the chapters.
- Promote information sharing among chapters.

In reading the chapter profiles, the dynamic characteristics of the volunteer and paid staff in developing their programs becomes very evident. Red Cross people are involved in networking and planning with the private, voluntary, and public sectors to address a problem that is overwhelming in many respects. In rural, midsize, and large communities, Red Cross chapters have tapped funding sources as diverse as the Federal Emergency Management Agency (FEMA); city, county, and state agencies; foundations and private organizations; and in-kind contributions. It is also clearly evident that the chapters are greatly involved in keeping people from becoming homeless by enabling them to remain in their present housing or assisting them in obtaining a permanent residence.

The profiles in this publication represent a range of services and strategies that demonstrate the excellent creative ability of the chapters in determining what their community needs are, and in responding to those needs.

This publication is not a complete compendium of chapter services to the homeless and the hungry. The American Red Cross has more than 400 chapters providing direct services and 250 chapters providing indirect services to the homeless and the hungry.

The chapter profiles have not been evaluated in any manner, and being included in this publication does not constitute an endorsement by national headquarters. Nothing in this document is meant to establish new national policies, standards, or procedures.

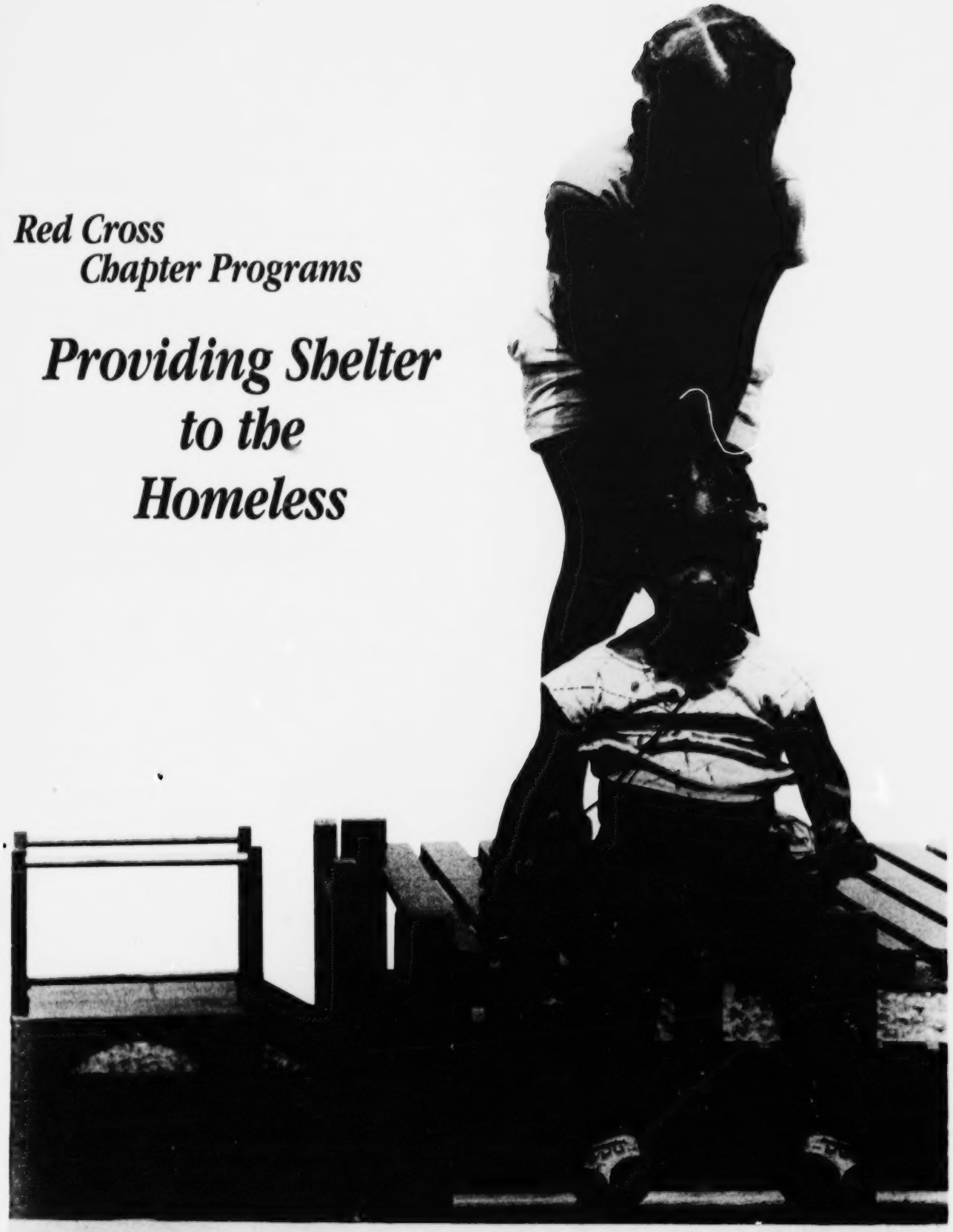
This publication is intended to supplement the Progam Exchange Process (PEP). All chapters with programs for the homeless and the hungry are therefore encouraged to enter their programs in the PEP catalog, and to provide regular updates to PEP when their programs are either revised or dropped.

It is hoped that this publication will induce chapters to begin or to expand their programs. Chapters can explore the range of existing programs documented in this publication to see if any ideas can be applied in their communities.

Prepared by: **Joseph B. France**
Associate, Emergency and Community Services
Research, Development, and Marketing
American Red Cross National Headquarters

Red Cross
Chapter Programs

Providing Shelter to the Homeless



Champaign County (Illinois) Chapter

Program Profile

Our experience with the FEMA program has been stressful but also illuminating since it gives us resources to address a problem—and address it effectively—that we wouldn't be able to do. Consider for a moment that to obtain new housing (new in the generic sense) that you must have money for rent, a deposit (sometimes several months' worth), perhaps a utility deposit if you were having trouble at an earlier address, new telephone hook-up, vehicle rental costs, and other expenses. Normal aid simply can't begin to meet these needs. But because of FEMA, we are able to help meet the initial hurdle. This program is truly "Santa Claus" help since it gives what's needed at the time it's needed.

In 1985, our FEMA grant assisted 99 families with either emergency shelter, food, or rents. Among those 99 cases were battered women who were overstaying their welcome at the local shelter and needed to get their own lives back together, and other female heads of households whose public aid can only go so far in the face of increasing utility, food, and clothing expenses. One woman and her two children were able to get out of a motel before her available cash was used up entirely. Another couple, married more than 45 years, suddenly found themselves unable to meet their mortgage payment because their grandchildren and the grandchildren's infants needed a place to live. We helped them forestall eviction by paying one month's mortgage. The largest family we assisted had six children; the smallest, several single males, unemployed, who could not get employment for, among other reasons, not having a real address.

For our 1986 grant, we had a modest $4,000 (less than 25 percent of the '85 grant). We originally projected we'd be able to help 15 families. We ended up helping 19 families—9 were single mothers with children. We were able to remove some of the pressure on our local emergency shelter houses in half of these cases since they would verify in writing that they had no previous address. Several cases involved women who were escaping beatings or poverty or who had disabling medical conditions that required a revision of how they lived in the face of large medical bills. In all, the essence of this program is a second chance to try to begin life anew.

If time and people allowed, I think it would be fascinating to see how their second chance worked out. Those cases where it works are the shining examples of a charitable organization able to respond to a government-funded initiative to help the chronic underclass in America.

In summary:

- In 1985, our chapter took responsibility for one-half of the first FEMA grant for Champaign County. We met the needs of 99 families. Because of the Red Cross's initiative, we also assisted in the beginning of the new Women's Emergency Shelter by making the motion to transfer part of our award to this new agency that is still meeting needs today. We did it with no increase in staff at the chapter.
- In 1986, we continued to be the only agency to tackle the one month's rent assistance part of the FEMA grant. Nineteen families were thus helped. Ironically, we accept inquiries year-round for help and had four applicants for every family we assisted in this way.
- For 1987, our chapter will receive $4,500 for rent help in a part of the program that is still deemed a priority despite now having **six** charitable shelters in this county of 170,000.

Contact Person: **James Roehm**
Executive Director
Champaign County Chapter
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Champaign, IL 61820
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Greater Cleveland Chapter

Program Profile

The year 1987 has been officially designated by the United Nations as the International Year of Shelter for the Homeless (IYSH) in an effort to secure the commitment and support of all nations to help the world's poor to find decent, affordable housing. As part of the U.S. involvement in IYSH, the Department of Housing and Urban Development was asked to identify and recognize local programs and projects that successfully demonstrated ways to assist low-income people to improve their shelter and neighborhoods.

In October 1986, the Housing Relocation Program of the Greater Cleveland Chapter of the American Red Cross was selected, along with 150 other project candidates nationwide, to receive an International Year of Shelter for the Homeless Special Recognition Award. The program was chosen to receive this award because of its excellence in helping the poor and disadvantaged in the Cleveland area to obtain suitable, permanent housing.

In 1983, the Greater Cleveland Chapter developed its Housing Relocation Program to assist low-income and displaced people to relocate to permanent housing. The program was initiated as a volunteer operation in conjunction with the chapter's Disaster Services Department. While the program's original intent was to help those displaced due to fire or other natural disaster, its objectives have been broadened to include assistance to those living in condemned or unsanitary buildings, those residing in temporary public shelters, or those facing a legal, court-ordered eviction.

The program is targeted specifically at assisting the most disadvantaged in the community. Seventy-seven percent of those families and individuals who receive financial assistance are public welfare recipients, with 80 percent representing minorities. Approximately 50 percent of those who apply for Red Cross help are single, female heads of household with several small children, while the other 50 percent are single individuals who receive a very minimal amount of public assistance. These two groups of people face the greatest problems in trying to obtain decent, permanent housing in an affordable price range.

The Housing Relocation Program works in conjunction with private landlords throughout the Cleveland area who have listed their rental properties. The staff and volunteers provide eligible families and individuals with referrals to these properties as well as a wide variety of supportive casework services including advocacy, counseling, information and referral, and financial aid.

The problems of homelessness and the scarcity of affordable housing for the poor have continued to grow in the Cleveland area during recent years. Contributing factors include a high unemployment rate that remains at more than 7.5 percent for the county, the erosion of low-cost housing stock, and long waiting lists for public housing. As these problems have increased, the Housing Relocation Program has expanded to meet the growing community need. Since its inception in 1983, more than 5,400 cases have been served—representing thousands of eligible, low-income families and individuals.

Requests for financial assistance especially have increased dramatically over the past few years. Cutbacks in welfare emergency assistance programs and substandard county AFDC/General Relief benefit levels have had a tremendous impact upon the Housing Relocation Program. Families and individuals who are eligible for assistance have fewer community resources available to help them; thus they have an increased need for financial help. From January through December 1986, more than $51,000 was expended on grants to clients; the projected cost for grants in 1987 will be more than $70,000. Financial assistance is given as a grant on a one-time basis only after all other community and personal resources have been utilized.

The problems of the homeless are multifaceted. Low-income families and individuals relocating to permanent housing often have few personal assets or community resources available to them and are in need of a wide variety of services. In late 1986, the chapter received a one-time $10,000 grant from Hands Across America to establish a program to assist homeless people who have obtained permanent housing with furniture and appliances. Guidelines for the program are being developed and the program will go into effect in early 1987.

In conjunction with the Housing Relocation Program, the chapter also operated a Rent/Mortgage Assistance Program from March through September 1986. This program, which received funding through the Federal Emergency Management Agency, was developed and implemented solely by Red Cross housing volunteer caseworkers. Eligible families who were faced with legal eviction or foreclosure received a one-time emergency rent or mortgage payment and

were provided with valuable budget counseling. The program was very successful, with $18,000 being given in grants to clients. Future operation of the program will depend upon available funding.

The Housing Relocation Program faces many challenges in 1987, primarily the need to locate additional decent, low-cost housing stock for disadvantaged families who are facing homelessness. Future plans for the program include the development of a corps of volunteers to inspect prospective rental properties, the establishment of a volunteer casework service at the city Housing Court to offer information and referral, advocacy and counseling to families undergoing legal eviction, and the implementation of an effective program evaluation and client follow-up system. We are confident that the program will continue to expand and improve through the dedicated work of its staff and volunteers to meet the increasing needs of the homeless population in the Cleveland area.

Contact Persons: **Linda DelMonico**
Housing Coordinator
Greater Cleveland Chapter
1227 Prospect Avenue
Cleveland, OH 44115
Telephone: (216) 781-1800
(Ext. 275)

James Corbo
Manager, Counseling Services
Greater Cleveland Chapter
1227 Propsect Avenue
Cleveland, OH 44115
Telephone: (216) 781-1800
(Ext. 329)

Housing America:
Freeing the Spirit of Enterprise

United Nations International Year of Shelter for the Homeless (IYSH) 1987

Ms. Linda Fillip
Housing Coordinator
Housing Relocation Program
1227 Prospect Avenue
Cleveland, OH 44115

Dear Ms. Fillip:

I am pleased to inform you that the Housing Relocation Program of the Greater Cleveland Chapter of the American Red Cross has been selected to receive an International Year of Shelter for the Homeless (IYSH) Special Recognition Award. Yours is among 150 excellent projects chosen from among many candidates. These projects, taken as a whole, provide a broad spectrum of the possible solutions to the challenge of providing shelter for those who are in need.

We at the Department of Housing and Urban Development (HUD) are especially pleased by the diversity of approaches represented by these official IYSH projects and by the overwhelming evidence of local creativity and partnerships among the private sector, those in need of housing, and local agencies.

A ceremony is being planned to honor all IYSH award winners in your region. You will be contacted by the HUD Regional Office in Chicago concerning the details of these arrangements. Special Recognition Award certificates will be presented at this ceremony. In addition, you will receive a copy of the official directory of US IYSH projects.

Congratulations to you and others involved in this project. You have reason to be proud of your considerable efforts to improve housing and services for low-income people in your community.

Sincerely,

June Q. Koch, Ph.D.
Assistant Secretary for Policy
Development and Research

10

The United Nations International Year of
Shelter for the Homeless (IYSH) • 1987

Housing America: Freeing the Spirit of Enterprise

United States Department of State
and
United States Department of Housing and Urban Development

present this

Certificate of Special Recognition

to

Housing Relocation Program of the Greater Cleveland Chapter of the American Red Cross

For successful participation in an exemplary community effort to improve the shelter and neighborhoods of the Nation's poor and disadvantaged.

George P. Shultz
Secretary of State

Samuel R. Pierce, Jr.
Secretary of Housing and Urban Development

Gertrude W. Jordan
Regional Administrator-
Regional Housing Commissioner, Region V

Kalamazoo County Chapter

Program Profile

Kalamazoo County, a community of 220,000 people located in southwest Michigan, is typical of many aging Northern cities with its deteriorating inner-city housing stock and shaky manufacturing base. Kalamazoo also lodges a state regional psychiatric hospital that has made it a mecca of sorts for people with multiple needs. One-half of Kalamazoo's housing is rental property, and 25 percent of that is occupied by people on public assistance. Many families have begun doubling up as a means of dealing with a housing crisis rather than utilizing a shelter. They soon find it difficult to move out into permanent housing of their own as the availability of safe, affordable housing is severely limited. The four colleges and universities in the county also have an impact, leaving only the poorest-quality housing to families with limited incomes.

The majority of shelter needs evidenced by homeless in the community are addressed by special needs shelters such as the Domestic Assault program for battered women, Crisis Housing for people with mental health problems, Ark for runaway teens, and the Gospel Mission for the general unhoused or transient adult (male or female).

In 1984, the Red Cross began participating as a founding member of the Interagency Task Force on Housing. A housing profile study was conducted by the group. The study revealed that while there were some unmet shelter needs specific to families, the key to the homeless problem in Kalamazoo is providing safe, affordable housing. Building big shelters was not warranted.

The Kalamazoo County Red Cross was in a position to impact on the needs of the homeless and underhoused in the community through its Community Emergency Services program, established in 1974. The program was started through a Kalamazoo Foundation grant and was intended to be a gap-filling service to meet needs the Department of Social Services and other agencies were unable to meet. This role expanded as the economy waned and more and more people needed assistance maintaining their housing, keeping utilities on, and meeting basic family needs. The chapter received additional funding from the State Department of Social Services and FEMA emergency funds (phase III). At a time when agencies were jockeying for position to obtain these grants, the Red Cross was looked to as a leader in this area, given its previous experience.

The key role of linking services is the method the chapter chose to focus on to meet the needs of the homeless and underhoused. The specific areas focused on are communitywide planning, being the lead agency among other emergency providers, providing direct financial assistance where needed, and subcontracting food and shelter services to supplement emergency services casework.

In the area of communitywide planning, chapter staff played an integral role in the Interagency Task Force on Housing mentioned earlier, and in the development of a new agency, Center City Housing, to focus on the needs of homeless adults. The Community Emergency Services director from the Red Cross currently serves as board president for Center City Housing and has overseen the expansion of that agency into a clearinghouse for information on available, affordable housing. Red Cross staff saw a high need for assistance in actually locating and negotiating housing arrangements. With staff time tied up doing emergency casework, there was never time to develop housing listings and to work with landlords. Center City Housing's clearinghouse now addresses that need, greatly freeing up the Red Cross workers' staff time.

The chapter's role as lead agency among emergency service providers evolved as larger grant dollars became available. Before 1982, people with emergencies began their search for help at the Social Services Department. If they were denied there, they went from agency to agency seeking help from programs that all wanted to be the "source of last resort." The Red Cross recognized the need for leadership and began providing greater financial assistance and sought to cut down on duplicative casework. Gradually over the years the sense of cooperation among agencies has increased as caseworkers and clients alike find it easier to negotiate their way out of emergency situations by relying on the Red Cross to coordinate the total assistance package needed.

The Red Cross places a great emphasis on seeking permanent rather than temporary solutions to housing problems. Financial assistance includes fuel oil, utilities, security deposits, eviction and foreclosure assistance, home repairs, and even help renting a truck to move. Frequently, victims of domestic assault find themselves in need of everything including diapers, personal needs, laundry, and medicine. The Red Cross is able to help with these needs, too. The goal of the volunteer and paid case-

workers is to stabilize the current crises by maintaining existing housing or helping to move people to more suitable housing. Annual assistance has been provided to 2,200 families in the amount of $163,000.

Finally, the chapter has utilized subcontracts with existing agencies to meet needs in the areas of food and shelter, rather than trying to duplicate services or spreading staff so thin that core services (SMF&V and Disaster) suffered. Emergency services grant dollars are all for direct service to clients with minimal or no administrative or staff costs included. This is another reason that made it unreasonable for the chapter to expand into these areas of service.

The local food bank, Loaves and Fishes, was a fledgling agency when emergency funds first became available. They didn't have the credibility or track record to obtain grant funds on their own. Rather than intervene in the extensive volunteer-based service they were providing, the Red Cross chose to funnel some funds to them to bolster the quality of the food they were able to offer.

The same approach was used with shelter. Some additional services were needed to address the needs of homeless families, particularly female-headed households, and often, overflow from the Domestic Assault Program. The need was more for transitional housing than traditional temporary shelter. The Red Cross established a subcontract with Center City Housing. With their previous history of lodging displaced adults, they were able to negotiate a special rate at a local motel. Center City was unable to get funds direct for this service, so the Red Cross received additional funds from Social Services to subcontract to them. They provide 7 to 30 days of lodging to stabilize the families' crises. They also provide the critical link to permanent housing through their clearinghouse and housing advisor services. The Red Cross helps with deposits to obtain permanent housing if needed.

In general, the chapter's intent has been to blend the traditionally excellent casework services of the Red Cross with the emergency housing needs of local residents. It has been achieved not by trying to be all things to all people, but by seeing that people in need are connected with proper resources and that services maintain flexibility to keep up with changing needs.

Contact Person: **Claudia Wink-Basing**
Director, Community Emergency Services
Kalamazoo County Chapter
516 West South Street
Kalamazoo, MI 49007-4692
Telephone: (616) 382-6382

Lancaster County Chapter

Program Profile

The Lancaster County Chapter is a member of a food and shelter committee for the homeless in Lancaster County.

The United Way chairs the committee. Other members are the Council of Churches, Claire House (a place for homeless women and children), the Water Street Rescue Mission (which is also used as a refuge for homeless men, women, and children), the Salvation Army, the Jewish Community Center, and the Spanish Community Center.

Our committee recommends which organizations receive grants and the amount of the grant.

We also monitor the expenditure of funds. Proper documentation of records must be maintained and reports submitted on time.

As of October 1986, the chapter became a member of the County Steering Committee for Emergency Housing Assistance. To be eligible for Emergency Housing Assistance, a family must be facing a documented crisis situation (i.e., a written signed notice of eviction, mortgage foreclosure, or just coming out of a shelter).

Contact Person: **Owen Johnson**
Lancaster County Chapter
430 West Orange Street
Lancaster, PA 17603
Telephone: (717) 299-5561

Los Angeles Chapter

Los Angeles Chapter Involvement With the Homeless

Program Profile

From the time of FEMA I, originally titled the Emergency Food and Shelter Program, the Los Angeles Chapter has been an active participant in the administration of that program. The chapter manager has been a member of the local board, along with representatives of the major agencies designated by Congress. In addition, a Red Cross staff member was assigned the additional duty of working with a technical committee formed to plan application procedures, screen applicants, and recommend funding allocations to the governing board. Clerical support was provided to assist with the record-keeping procedures. Volunteers were recruited to visit the agencies funded, and volunteers and staff assisted with the financial reports and audits. Later, paid staff were involved with the food and shelter program, as it developed into FEMA II and III. As FEMA III began, a casework supervisor in SMF&V was released from her duties to work fulltime as staff support to FEMA III. The casework supervisor was housed with the United Way with duties consisting of providing staff support to the local FEMA Board and of being a member of the technical committee that was responsible for recommending the agencies to receive funding as well as the amount of the allocation. In addition, she supervised the providers of rent and mortgage assistance.

Since the FEMA III program emphasized rehabilitation and expansion of shelters in order to increase bed capacity, the chapter worker recruited a volunteer shelter rehabilitation committee that allocated more than $350,000 to 25 agencies providing 201 new beds for Los Angeles.

In addition to the FEMA funds for the private agencies, the state of California provided $1.6 million to 24 projects, increasing the bed capacity for the homeless by 2,000 within the next year. Recommendations for the allocation of these funds were by the same support staff and volunteers.

The Robert Wood Johnson Foundation has granted money for health services to the homeless in shelters and clinics in three different locations in Los Angeles. Nursing Services is being asked to assist with health education for the staff of those shelters.

The Weingart Association, a nonprofit organization, operates a 10-story, 600-bed facility in Los Angeles' Skid Row. With grants from the Community Redevelopment Agency and the California Emergency Shelter Program, 242 of those beds have been allocated to those who, it is believed, can benefit by social services focused on counseling them to apply for financial assistance, employment, or other community resources. The Red Cross employs, trains, and supervises three staff members to provide the services, with salaries provided by the above-named agencies. The Weingart Association is responsible for staff and office logistics, as well as administration of housing and relationships with the grant agencies. Service to Military Families and Veterans supervises and ensures that social services are provided to those individuals accepted for the program. The caseworkers on the scene are responsible for counseling clients to develop plans for their future, for assisting with applications for welfare or other income maintenance, for money management, and for developing relationships with referral agencies. Individuals selected for this program are able to remain in the facility for as long as 60 days.

Recently, the chapter manager has been named president of the Shelter Partnership Association. Originally initiated by the local FEMA board to assist with technical aspects of shelter proposals and shelter rehabilitation, it has since become a nonprofit organization assisting in the development and maintenance of decent emergency shelters and transitional housing programs, in addition to its original responsibilities.

Contact Person: **Georgeann Bassman**
Director, SMF&V
Los Angeles Chapter
2700 Wilshire Boulevard
P.O. Box 57930
Los Angeles, CA 90057
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Lower Bucks County (Pennsylvania) Chapter

Program Profile

The Lower Bucks County Chapter acknowledged the homeless need by taking the necessary steps to open and operate a homeless shelter in the winter of 1985–86. Our goal was to prevent anyone in the county from freezing to death. In addition to meeting this goal, we provided services to 157 Bucks County residents, 19 out-of-county residents, 22 out-of-state residents, and one person from a United States Territory, for a total of 199 shelter residents. Sixty-one females, 108 males, and 30 children received assistance. The average length of stay per client was 17 days. The average age of the clients was 26. We provided 3,394 units of service and served about 8,025 meals. There were only two documented cases of violence in the 106 days of operation.

Clients placed by shelter staff and volunteers went to private homes, boarding homes, federally subsidized housing, or supervised living arrangements. Most of our clients acquired employment or some form of public assistance while residing at the shelter.

Now that we have a better understanding of the needs of the low- or no-income population of Bucks County, our goals have changed in that we are currently seeking funding and a facility to open a permanent shelter. This shelter, in addition to the services already stated, would act as the intake center for the processing of the homeless in Bucks County. Through an alliance of agencies (ADAPT—Alliance to Develop Alternatives for People in Transition) established by the chapter's Emergency Services Department, it is our hope that this shelter will be an integral part of the team providing quality service to the residents of Bucks County.

Following are some of the forms that may be helpful to other chapters.

Contact Person: **Laurin C. Stahl**
Director, Emergency Services
Lower Bucks County Chapter
138 N. Bellevue Ave.
Langhorne, PA 19047-2189
Telephone: (215) 750-4356

Mission Statement

This facility is to provide temporary shelter to Bucks County homeless persons between the hours of 5:00 p.m. and 8:00 a.m. for no more than seven (7) consecutive days. Admission to the facility is a privilege, not a right, and can be revoked at any time.

Operating Procedures

Any client may be told to leave the shelter upon noncompliance of any rules. Noncompliance of a rule is up to the discretion of Red Cross staff. This and all other intake forms must be signed prior to gaining admission to the shelter as acknowledgement and acceptance of the rules of operation.

No client will be discriminated against due to race, color, religion, national origin, age (unless under 18), sex, or lifestyle. Individual placements are made according to a Red Cross evaluation of greatest need among potential clients.

1. No one under the age of 18 is to be admitted to the shelter without the constant supervision of parent or legal guardian.
2. Said parent or legal guardian is responsible for all actions of her or his minor child.
3. No alcohol or drugs of any type are permitted on the premises. Prescription or over-the-counter drugs will be permitted on a case-by-case evaluation. In any case, these drugs will remain the sole responsibility of the client.
4. Anyone suspected of using or possessing any contraband material will be told to leave. No questions asked!
5. Weapons or anything that can be construed by the staff as a weapon will not be permitted on the premises.
6. Everytime a client enters the shelter, she or he will be subject to a pat search in accordance with guidelines established by the program coordinator. These guidelines are available for inspection at the front desk.
7. The shelter will be randomly searched, including clients' personal effects, and all contraband will be confiscated and disposed of. The client in possession of the contraband at that time may be asked to leave.
8. No violence, verbal or physical, or threats of violence will be permitted. Any threat is grounds for immediate removal by the police.
9. Clients are to vacate the premises by 9 a.m. each day and may return at 5 p.m.
10. No client will be readmitted without written verification of at least three job searches, public assistance interviews, or shelter searches.
11. Each client will, to the best of her or his ability, follow any directions provided verbally or in writing by Red Cross workers.

12. The Red Cross will not be responsible for any personal property brought into or stored in the adjacent parking lots.
13. No preaching of any sort will be tolerated in the shelter. Any client responsible for producing disturbing noises will cease and desist when such annoyances are brought to her or his attention.
14. There will be no soliciting in the shelter.
15. No client is expected to be sheltered for more than one week.
16. Each client has the right to appeal a decision for eviction to the chairman of Disaster Services or to the executive director of the Red Cross chapter.
17. Meal times are as follows:
    Breakfast 7 a.m.
    Dinner 6 p.m.
    Any exceptions must be cleared with the shelter manager **prior to** mealtime, and must be for a legitimate reason.
18. Lights out and activity ceases between the hours of midnight and 5 a.m.
19. Beverages will only be served at mealtimes. One per client. Water and coffee are available at other times during the day.
20. No client is to go into the refrigerator, freezer, or any other designated area posted as off limits to clients.
21. Showers will be a maximum five minutes in duration. One shower per client per day is permitted. Parents or legal guardians must supervise children's showers.
22. All clients **must** shower once in a five-day period.
23. If any supplies issued by the Red Cross to individual clients are lost, stolen, or misplaced, those items will not be replaced.
24. Each client is responsible for keeping her or his own area clean and will be requested to assist in the upkeep of the shelter. Anyone refusing to assist in cleaning chores will be told to leave.
25. The telephones are for staff use only. Unauthorized client use will be grounds for dismissal.
26. Loitering will not be permitted anywhere within the shelter, in the parking lot, or in personal vehicles.
27. All incoming clients will submit to a medical evaluation by a Red Cross registered nurse.
28. Anyone seeking admission to the shelter with a medical condition that is considered threatening to the rest of the population will be turned away. They will be advised of the nearest hospital.
29. Any client evaluated as having head or body lice must agree to the disposal of their clothing and a supervised "KWELL" delousing shower. Adequate replacement clothing will be provided by shelter staff.
30. Smoking will be permitted only in designated areas with **no** exceptions.
31. Client agrees to allow shelter staff to discuss her or his case with other agencies.
32. In the event of a fire, all clients are to vacate the premises and meet in the designated space as posted on the wall near the evacuation plan.
33. Any false statements or deliberate misrepresentations of fact to a Red Cross official or their appointed designee will be grounds for dismissal.

I, _____, hereby certify that I have read and understand the above-stated rules of operation. I also certify that I accept these rules as stated, and that I will cooperate with the Red Cross in the implementation of these rules. I further certify that I agree to immediately leave the shelter should I, or minors in my custody, refuse to comply with the rules.

_____

Signature Date

_____

Witness (Admitting Staff Person)

Date

To Whom It May Concern:

_____ and family came to the American Red Cross shelter on December 15th, 1985. Ms. _____had intended to live with her sister until her section eight clearance was secured. The situation at her sister's home was so tense for the _____ _____ family that she thought it was best for them to leave. Ms. _____ was sent to a motel, then to a friend's home until our shelter was opened.

Ms. _____ is a very conscientious mother. Her children are well behaved and have not missed one day of school since their arrival at the shelter. _____ provides transportation to and from the bus stop and goes to work when scheduled during the day. When Ms. _____ is not working, she helps to provide child care for other children housed at the shelter.

Thank you very much for any special consideration that could be given to Ms. _____ and her family.

Sincerely,

Laurin C. Stahl
Red Cross Homeless
Shelter, Program
Coordinator

Bucks County Housing Authority
5401 Beaver Dam Road
Bristol, PA 19007

Job Description for Security Guards

1. Guard is to report to the shelter manager on shift upon arrival. Guard is to sign in before starting work and sign out upon leaving.
2. Guard is to be alert and physically fit. We will refuse to accept any guard who cannot perform said duties.
3. Guard is not to leave the site until the relief arrives. No exceptions.
4. Guard is to make passes through the following areas every hour.
   A. Lavatory and shower areas, this includes going into the rest rooms and showers, inspecting for any suspicious activity. If male, he should designate a female staff member to check the women's room and vice versa for a female guard.
   B. If the interior of the building is being used, the guard is to station himself at the desk and make a pass through all hallways. She or he is to check all doors to be sure they are locked and report any damage or any doors that are unlocked to the shelter manager.
   C. Kitchen and boiler rooms.
   D. A complete pass around the outside perimeter of the building must be made hourly. This pass is to include a check of all vehicles in the parking lots (loitering in vehicles is prohibited), the dumpster, and all other Red Cross property. Any people loitering outside, whether they are clients or not, are to be asked to leave. If anyone loitering refuses to leave, ask the shelter manager to call the police.
5. Guard is responsible for watching clients that are sleeping. After rounds, the guard is to sit at the designated post, maintaining order in the shelter and answering the locked front door.
6. Guard is to back any worker if the worker is threatened verbally or physically or upon the request of the worker.
7. Guard is to prepare a shift log with detailed hourly entries. Any incident or guard-client interactions must be so documented. Guard-staff interactions are also to be included. The report must be signed and turned in to the shift manager before the guard reports off duty.
8. All shelter rules will be followed by the guard.
9. All Red Cross policies will be followed by the guard.
10. The guard's immediate supervisor is the shelter manager for that shift.

American Red Cross
Homeless Shelter Program
Client Information

Entry Date: _____

Discharge: _____

1. _____
Last Name First Name Middle Initial Age

2. Last Address or Place of Origin _____

_____

3. What Kind of Public Assistance? _____

_____

4. Name of Caseworker: _____

5. Employed: by Whom—or Name of Last Employer: _____

_____

6. Present Income: (Amount & Source) _____

_____

7. Name Other Agencies Involved With Case. Give Name of Caseworker and Describe Involvement:

_____

_____

8. What Does Client Want From Our Agency? _____

_____

9. Person to Contact in Case of Emergency (Telephone) _____

_____

10. Nearest Relative (Include Address and Telephone) _____

_____

11. Outstanding Legal Obligations: _____

_____

12. Education Background: _____

13. Work Record: _____

14. Work Skills: _____

Sequential Family Case Number _____
(1 — 00)

16

American Red Cross
Homeless Shelter Program
Seven-Day Summary Report

Name: _____ Client No. _____

Prepared for Period _____ to _____

Progress Since Last Report

Plan

Prepared for Period _____ to _____

Progress Since Last Report

Plan

_____ _____

(Signature) (Date)

NURSES' ADMISSION RECORD

(To be completed by the nurse admitting the patient)

LAST NAME	FIRST NAME	MIDDLE NAME	ROOM NO.	BED NO.	ADMISSION NO.

ATTENDING PHYSICIAN	DATE	TIME A.M. / P.M.

ADMITTING DIAGNOSIS

Date_____ T._____ P._____ R._____ B.P.____/____ FIRST 24 HOURS | Date_____ T._____ P._____ R._____ B.P.____/____ SECOND 24 HOURS

CONDITION ON ADMISSION

Alert ☐	From Hosp. ☐	Shower ☐	Smoking Policy ☐
Forgetful ☐	From Home ☐	Bathroom ☐	Telephone ☐
Confused ☐	From Street ☐	Meal Times ☐	Policy on Drugs
_____ ☐	_____ ☐	Television ☐	& Alcohol ☐

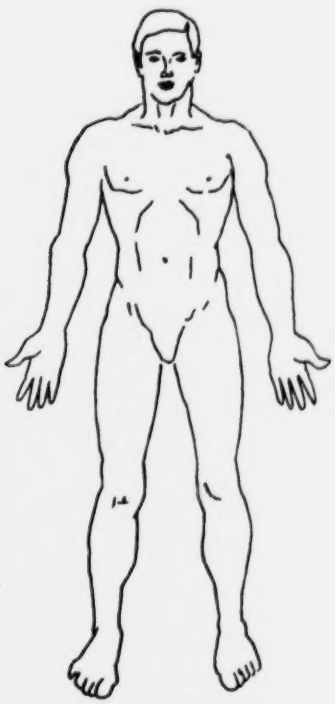
Patient wears: Dentures ☐ Glasses ☐ Hearing aid ☐ Other_____ SPECIFY

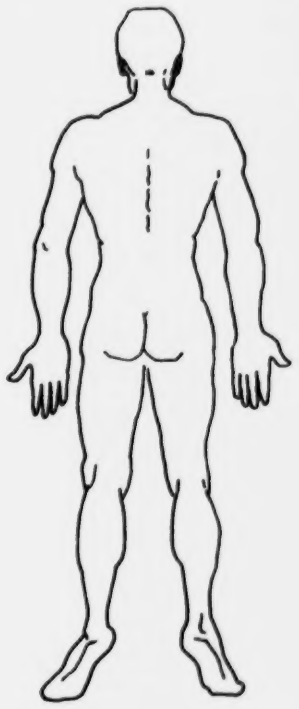
Has prothesis of: Breast ☐ Leg ☐ Arm ☐ Other _____ SPECIFY

General physical appearance _____

General condition of skin _____

Indicate on diagram below all body marks such as, old or recent scars, bruises or discolorations (regardless of how slight), lacerations, decubitus ulcers and other ulcerations or questionable markings considered other than normal:





Signed _____ ADMITTING NURSE

American Red Cross
Homeless Shelter Program

1. GENERAL INFORMATION

Date _____ Time _____ Adm. From _____

T.P.R. _____ B.P. _____ Height _____ Weight _____

ALLERGIES: _____

2. Illnesses or Health Problems? _____

_____

Previous Hospital Adm: Date _____ Reason _____

Date _____ Reason _____

Date _____ Reason _____

Present Medications (Prescriptions and Over the Counter) _____

_____

_____

What Medications Did You Take Today? _____

_____

Medications Brought to the Shelter? Yes _____ Placed _____ No _____

3. PERSONAL HISTORY

Hygiene _____

Meals/Diet _____

Hobbies _____

Communication: Understands English — Yes _____ No_____ Other _____

Information Obtained From: Client _____ Other _____

4. REVIEW OF SYSTEMS

	CLIENT'S STATEMENT	NURSE'S OBSERVATION
1. EENT:	History _____ No History _____ Problem:	HEARING: Normal _____ Hearing Aid _____ SIGHT: Normal _____ Glasses _____ CONTACT LENSES _____
2. NEUROLOGICAL:	History _____ No History _____ Problem: _____	I. Loc: Alert _____ Oriented _____ Agitated _____ Other _____ II. Mental State _____ III. Speech: Clear _____ Slurred _____ Aphasic _____
3. RESPIRATORY:	History _____ No History _____ Problem: _____	RESPIRATIONS: Normal _____ Rapid _____ Shallow _____ Labored _____ Other _____

CLIENT'S STATEMENT	NURSE'S OBSERVATIONS
4. CARDIOVASCULAR: History _____ No History _____	BP _____ Pulse _____
Problem: _____	Pedal Edema _____
	Other _____
5. G.I.: History _____ No History _____	G.I.: Diarrhea _____ Vomiting _____
Problem: _____	Jaundice _____ Diet _____
	Other _____
6. REPRODUCTIVE: History _____ No History _____	Bleeding _____
Problem: _____	Length of Time _____
7. G.U.: History _____ No History _____	Normal _____ Bloody _____
Problem: _____	Other _____
8. SKIN: History _____ No History _____	Normal _____ Rash _____ Flushed _____
Problem: _____	Other _____
9. ENDOCRINE: History _____ No History _____	Nervous _____ Skin _____
Problem: _____	Bruises or Petechia _____
	Other _____
10. MUSCULOSKELETAL: History _____ No History _____	Swelling _____ Other _____
Problem: _____	Altered Body Image _____

MENTAL/EMOTIONAL STATUS: _____

PHYSICAL LIMITATIONS: _____

BODY MARKINGS: _____

LOCATION/DESCRIPTION: _____

SUMMARY OF NURSING OBSERVATIONS: _____

Signature of Interviewer _____

Date _____

Time _____

Mid-Rio Grande (New Mexico) Chapter

Program Profile

The Red Cross Employed Homeless Program was initiated in April 1986. The purpose of the program is to assist homeless who have found employment but do not have the resources to establish themselves in their own household. Direct assistance includes one month's rent, security or damage deposit, food, furniture, and necessary household goods. Utility deposits were to be part of the assistance but once the program started, the local utility companies agreed to waive the deposits for clients in the Employed Homeless Program. A case manager and outreach caseworker staff the program and do intake, verification, counseling, and follow-up.

Funding for the program is through grants from Mayor Ken Schultz's Charity Ball and Hands Across America (USA for Africa). Donations of furniture, household goods, and food have also been received.

Client eligibility criteria are as follows:

- Be homeless (i.e., have no fixed liveable residence, or have proof of eviction, or have been referred from a shelter).
- Be 18 years of age or older or be an emancipated youth (with proof of emancipation) or be a legal dependent of said person.
- Have a job that will enable said person to pay monthly rent after initial assistance from the Employed Homeless Program.
- Lack current assets to pay a landlord for one month's rent and damage or security deposit.
- Have received no previous assistance from the Employed Homeless Program.

Through August 1986, the program has given assistance in 70 cases involving 101 adults and 84 children. The program has filled an important community need and is demonstrating that with assistance, the homeless can be transitioned to a normal lifestyle.

Contact Persons: **Marion Wolfley** or
Marjorie Waters
Mid-Rio Grande Chapter
142 Monroe, N.E.
P.O. Box 80250
Albuquerque, NM 87198
Telephone: (505) 265-8514

Onslow County (North Carolina) Chapter

Program Profile

The Onslow County Chapter in Jacksonville, North Carolina, provides assistance to the homeless through several programs.

The chapter administers emergency assistance for the local United Way, various church groups, and designated Red Cross funds, to help people in emergency needs. Lodging and rent are a big part of this program.

The chapter director serves on the local Board of Emergency Food and Shelter Program, the Study Committee on the Needs of the County, and the Human Services Council. The Study Committee is studying the housing needs of the county. At present we have 570 apartments for low-income families and there is a long waiting list for each apartment complex. HUD pays rent for 419 families and there are currently 300 on the waiting list. The need for low-income housing is great.

Temporary housing is available for men only through a church mission shelter. Nothing exists for women. The Red Cross, with limited emergency funds, can give one or two nights of shelter per month in a local motel.

For the past three years, the chapter has received FEMA funds for shelter. The chapter distributed $19,799.43 to clients who were facing eviction or foreclosure because of inability to meet rent or mortgage commitments, providing 8,003 nights of shelter.

Two examples of shelter cases we assisted are:

1. A veteran, his wife, and four boys, ages 9, 7, 5 and 3, about to be evicted due to nonpayment of rent. The husband lost his job in February. He began working another job right away, but pay not consistent.
2. An elderly civilian, widowed on February 2, in need of assistance to avoid repossession of her mobile home.

Contact Person: **Winifred H. Demary**
Executive Director
Onslow County Chapter
12 Ruth Street
P.O. Box 896
Jacksonville, NC 28541-0896
Telephone: (919) 347-3581

Oregon Trail Chapter

Program Profile

The Emergency Shelter Program was established and first funded by the city of Portland in 1982. The mission of the program is to provide emergency housing vouchers for individuals, families, and special targeted populations who are without adequate and safe shelter and who do not have the financial resources necessary to acquire it. Individuals and families assisted must have a case plan developed in conjunction with an intake agency to resolve their crisis situation.

The program has now expanded to four funding entities:

1. City of Portland (federal Community Development Block Grant funds)—$77,000
2. Multnomah County (federal Community Development Block Grant funds)—$32,394
3. United Way/Emergency Food and Shelter Local Board (Federal Emergency Management Administration funds)—$155,000
4. Community Action Agency of Portland (State of Oregon Emergency Shelter for the Homeless Program)—$72,000

The emergency housing voucher system comprises the Voucher Clearinghouse, designated intake agencies, and approved providers of shelter. Clients who are served through this system must be without shelter and must demonstrate a lack of resources to qualify for an emergency housing voucher. Existing resources must be utilized first, if appropriate. Vouchers are issued for periods of one or two weeks of housing and may be renewed for additional increments, depending on the restrictions of the funding entity for the voucher.

The clearinghouse, which is managed by the American Red Cross under the direction of the Social Services Department, is responsible for maintaining a list of clients served throughout the previous twelve months, receives calls from designated intake agencies (who interview the client and are responsible for developing a case action plan with the client), determines if eligibility requirements are met, approves the voucher and pays the vendors, maintains statistics and reports for the funding agencies, and coordinates concerns, policy, and procedures with the intake agencies and the funding entities.

The intake agencies are local social service providers who have assumed primary responsibility for determining that the client is without resources and in need of housing.

Approved shelter vendors are those shelter providers that have agreed to accept vouchers and submit them to the clearinghouse for payment. Vendors include motels, hotels, care facilities, and sometimes shelters (those that clients must personally pay).

The American Red Cross maintains a clearinghouse staff of three individuals—the coordinator (responsible for day-to-day activities, reports, and data processing), a specialist (responsible for receiving calls from the intake agencies and approving vouchers), and a secretary (responsible for all payment processing and general office functioning). These three positions and all program expenses are approved administrative costs covered by the funding agencies. The director of Social Services is responsible for overall management of the program activities; however, reimbursement for salary is not a program expense. The agency provides additional supportive services, such as volunteer recruitment, account monitoring, and data processing technical help, and office space for the operation.

The voucher program is one part of this community's plan to work toward resolving the problem of homelessness. An Emergency Basic Needs Committee has been formed that includes individual representation from government, United Way, and agencies to develop a coordinated approach in the community for emergency need such as housing for the homeless.

A pilot project is underway to develop churches as resources for family shelters. One church has operated a successful shelter for the past two years.

Government funding entities and agencies are currently reviewing community emergency needs, which includes identifying numbers of the homeless population in the Portland area (currently estimated at 10,000 individuals). The American Red Cross, as the clearinghouse, has the opportunity to work closely with this network, to establish priorities, and to set objectives in meeting the needs of the homeless.

Contact Person: **Jeanette Finley**
Director, Social Services
Oregon Trail Chapter
American Red Cross
P.O. Box 3200
Portland, OR 97208
Telephone: (503) 284-1234

Prince William County (Virginia) Chapter

Home Sharing Needs Assessment

In the last few years the shortage of affordable housing has become a serious problem throughout the metropolitan Washington, D.C., area, including Prince William County. People with limited incomes are spending an unacceptable amount of their income on housing. Those who are renting face inflated housing costs and a scarcity of rental units. The Prince William United Way Social Planning Committee has listed as "most pressing" a need for affordable housing since 1979 to and including this year.

The population of the Prince William region increased more than 30 percent between 1970 and 1980 and it is predicted this growth rate will continue. Fifty-two percent of the 1980 population have only been residents since 1975. The 65-and-older population has increased 66 percent in the 1970–1980 decade and continues to grow. One-parent families with children increased 235 percent and the number continues to grow. There was an increase of 309 percent in the number of divorced and separated persons in Prince William County, again one of the highest percentages in the Washington metropolitan area. According to the last census report, almost 80 percent of the renter households in the country were paying more than 35 percent of their income for housing and 33 percent of the households in the county had less than $20,000 in annual income.

Description of "Home Sharing Service Program"

Home Sharing Service Program would be an innovative service offering its clients the possibility of home sharing arrangements. We would serve as a clearinghouse, linking those who offer space in their homes with those who are seeking housing. Some pay rent, others barter their help in the home for free room and occasional board as well. It would mean financial assistance and household help to home-providers and would increase the options of many unable to find adequate housing within a limited budget. In the face of increasing inflation it can double the existing housing, enabling some people to keep their houses or apartments while helping others to obtain low rental or to earn living expenses. It is a self-help program that rests upon private initiative. The matching process can be complicated and requires extensive counseling to succeed.

Those Home Sharing Helps

Services are available to all—of any age, ethnic group, or socio-economic level—who apply, without limits on income eligibility. The home sharing concept seems be most successful for the following groups:

1. Persons needing income from sharing to keep their house or apartment.
2. Those in need of short-term housing, when newly arrived in the area or on a waiting list. *Note:* It is not possible to arrange matches on an emergency basis.
3. Those in transition (i.e. recently widowed or in the process of a separation or divorce).
4. Single parents requiring help with child care or unable to afford adequate housing on one income.
5. Young working people needing roommates in order to afford to live in the area.
6. The elderly requiring supplemental income, companionship, or household help.
7. The handicapped requiring live-in help to remain in their own homes.
8. Those whose income is extremely low, who can secure adequate housing through home sharing if they can furnish help to the home-provider.

As you will understand, the special character of our program imposes certain limitations. Sharing a home with a stranger demands flexibility and emotional maturity. It does not appeal to everyone nor is it always appropriate. Our only resources are homes—occupied houses and apartments. We cannot serve everyone. From our experience the program is not suited to the following:

1. A parent with more than one child, because of the limited space available.
2. Those who are unwilling or unable to pay their way with money or by providing services.
3. Alcoholics who are not recovered.
4. Those presently engaged in the use of a controlled, dangerous substance (i.e., a narcotic drug).
5. Those with a history of violent behavior or crimes against persons or property.
6. Those for whom half-way houses or other treatment facilities would be the most appropriate living arrangement.

Referral Procedures

Personal interviews are required with all applicants. Those seeking housing should call for an appointment in the office. Please bring **three recent, pertinent references** to assist in the necessary screening. After we have completed the interview and checked

the references, we will decide whether or not we can help. Those offering their homes should call to give us preliminary intake information. They will then be visited **so that we can interview them and see their homes.**

We cannot predict how long it will take to serve a given person, nor can we guarantee to find a suitable match for every applicant. Each must be custom-made, tailored to individual requirements. We do have a wide variety of homes waiting for the right people.

Contact Person: **Jerry Tron**
Chapter Manager
Prince William Chapter
9317 West Street
Manassas, VA 22110
Telephone: (703) 368-4511

Home Sharing Annual Report

Clients Matched	102
Inquiries	1,800
Information and Referrals	1,451
Applications	
Home Providers	202
Home Seekers	147
Total Applications	**349**

Home Sharing 1985–86 Proposed Operating Budget

Period: **July 1, 1985, to June 30, 1986**

Item	**Budget**
Coordinator	$13,000
Audit	200
Rent and Utilities	1,554
Supplies	400
Postage	120
Duplicating	300
Advertising	1,036
Telephone	1,950
Travel	240
	$18,800

Disclaimer
Home Sharing Service Program

I wish to apply for a home sharing arrangement with the assistance of the Home Sharing Service Program. I understand that home sharing serves as a clearinghouse to link people in need of housing with people who have housing they want to share.

I understand that the Home Sharing Service Program is not an emergency housing service and that it does not guarantee me suitable housing. I also understand that the service program staff reserves the right to refuse to serve me if I am not eligible for the program.

I understand that neither the American Red Cross nor its officers, employees, volunteers, and agents warrant or make any representations as to the overall character, mental or physical condition, financial stability, compatibility, or trustworthiness of any persons who will be referred to me through the Home Sharing Service Program.

I agree to hold harmless the American Red Cross and its officers, employees, volunteers, and agents from and against all claims, damages, injuries, losses, expenses, or actions to which I may be subjected as a result of my sharing a residence with any person referred to me by the Home Sharing Program.

I certify that I have read and understand this disclaimer:

Name: _____ Date: _____
Address: _____ Signature: _____
_____

DISCLAIMER MUST BE RETURNED WITHIN 10 DAYS, OTHERWISE YOUR APPLICATION BECOMES INVALID.

Seeker

Applicant Number: _____ Date: _____

Referral: _____

Interviewer: _____

Social Security: _____

CLIENT

Name: _____ Age: _____

Address: _____ Race: _____

_____ Religion: _____

Phone: _____ Languages: _____

Living With: _____ How Long: _____ Dependents: _____

Family Living in Area: _____ Phone: _____ Health: _____

Marital Status: S M D W SEP How Long: _____ Medication: _____

Hobbies, Interests: _____ Smokes: _____ Drinks: _____

_____ Pets: _____ Drugs: _____

WORK

Name: _____ Phone: _____

Address: _____ Hours: _____

Position: _____ How Long: _____ Drives: _____ Has Car: _____

Work Background: _____ Hoc Hsg: _____ Date/Apply: _____

PREFERENCES & REQUIREMENTS

Area(s): _____

Sex: _____ Parent With Child: _____ Age Range: _____

Smoking: _____ Drinking: _____ Overnight Guests: _____ Group Living: _____

Furniture: _____ Kitchen Priv.: _____ Stairs: _____

Transportation: _____ Pets: _____

Other: _____ Urgency: _____

ABILITY TO PAY

Rent: _____ Income: _____ Sources: _____

SERVICES

_____

_____

REFERENCES

_____ Phone: _____

_____ Phone: _____

_____ Phone: _____

OBSERVATIONS

_____

_____

_____

Santa Barbara County Chapter

Program Profile

The Santa Barbara County Chapter has been involved with the homeless issue since 1982 when we began to have significant numbers of homeless in our communities.

Since then we have been the recipient of more than $50,000 in emergency food and shelter funds, which we have distributed throughout the county to those in need of assistance.

Our chapter volunteers and staff have also participated in local task forces that have addressed, and are continuing to address, the issue of homelessness and hunger.

We now have in Santa Barbara a "Transition House," a shelter for those who are homeless and actively looking for work. This shelter is supported by the United Way, local churches, and city revenue-sharing funds. There is one full-time staff person to coordinate the activities while the services are provided by volunteers from local churches and organizations.

Our chapter is now discussing with city officials and a task force of volunteers the feasibility of establishing a shelter on an "on-call" basis where we would open a shelter only when the weather is such that the homeless need a place to "come in out of the rain." This program is presently in the planning stage. The Red Cross role would be to help organize, plan, and train the volunteers who will provide the services. This shelter would deal more with the chronically homeless than with those whom the Transition House is helping.

Contact Person: **Jane D. Garrison**
Director, SMF&V
Santa Barbara County Chapter
2707 State Street
Post Office Box 3217
Santa Barbara, CA 93130-3217
Telephone: (805) 687-1331

Thurston–Mason County (Washington) Chapter

Program Profile

The Thurston–Mason County Chapter became involved with emergency shelter under FEMA. The chapter manager served as chair of the Mason County Board under FEMA I and II and was the staff coordinator under FEMA III. In 1985, the chapter disbursed $6,000 from the Boeing Employees Good Neighbor Fund for Emergency Food, Shelter, and Medical/Dental care as an agent of the United Way. In 1986, the chapter was selected as lead agency and sole provider of Emergency Shelter Funds for Mason County by the Washington Department of Community Development. The chapter also received a small grant from a local Rotary Club to assist with shelter services.

Through work provided with these grants, the chapter has been able to identify the complex needs of rural communities. It has observed the need for a diverse program in order to resolve the problems associated with homelessness in sparsely populated areas.

By the end of September 1986, the chapter found that the emergency shelter needs of the small rural communities it serves could best be met by—

1. Obtaining contributions from a diverse group of funding sources.
2. Providing initial rent to enable and facilitate application for longer-term public assistance.
3. Authorizing up to 72 hours in local motels as an alternative to establishing a fixed shelter.

Among the primary considerations in taking this approach were—

1. Specific service interests or restrictions of various funding sources.
2. Number of low-income families impacted by unexpected financial crisis.
3. Ability to secure prorated rents and to defer deposits for public assistance applications.
4. Lack of significant population density and the low number of true transients in need of temporary lodging.

Program

Philosophy. It is a principle of Red Cross social service to respect the individuality and integrity of the client at all times. The Red Cross chapter takes the position that anyone requesting service from the Red Cross is capable and worthy of receiving help. While it is not possible for the Red Cross to meet the needs of everyone coming to us for help, in the majority of cases we should be able to make a referral for those we cannot help with direct assistance. Staff must be especially sensitive to the ego defamation, loss of self-esteem, and loss of independence that our clients are experiencing as a result of their loss of self-sufficiency. While rules and regulations are necessary and even desirable, it has long been a principle of Red Cross social work that they be used only to ensure equity in the delivery of service and not as an excuse to ignore the individual needs of the client. All Red Cross social service policies and procedures are designed to provide an authorization for rendering service and not to be a rationalization for denying service.

Aim. To meet the emergency-shelter needs of the homeless and those threatened with eviction or foreclosure in rural communities.

Goal. To provide financial resources and to coordinate referral services that will enable individuals and families to have more permanent shelter with a high degree of independence.

Objectives.

A. To obtain sufficient contributions from a diverse group of funding sources to maintain an on-going shelter program.
B. To assist with payment of rent, mortgage, or utilities to keep families and individuals in existing homes.
C. To provide temporary emergency shelter using local motel accommodations for up to 72 hours.
D. To extend the use of available funds by securing prorated deferment of deposits and reduced rates wherever possible.
E. To improve individual and family independence through use of counseling, budget planning, job training, and educational resources of the community.

Findings. The chapter manager attended the Conference on Self-Sufficiency Approaches to Poverty on November 6, 1986. Dr. Katherine Hooper-Briar, assistant professor at the University of Washington School of Social Work, referred to the "Appalachian" conditions existing in rural Mason County in her keynote address.

At Dr. Briar's invitation, the manager met with her the following day in conference with State Representative Doug Sayor and staff of the Department of Community Development. That group pledged its support to seek funds to meet immediate emergency

needs and to search for a long-term solution that would include training and job development.

Emergency Shelter files revealed the following:

Crisis Clinic, Mason County Hotline
January through October 1986

Total Calls	1,833
Transient Population	3
Financial Need	68
Food/Nutrition	28
Housing (Emergency/Temporary)	49
Transportation (Emergency/Nonemergency)	17

Red Cross Emergency Shelter Cases
July through November 1986

Reason for Request	Requests	Assists
Prevent Eviction or Foreclosure	8	4*
Evicted	14	14*
Relocating Into Community	13	14
Family Dispute	10	10**
Transient	8	8
Residential Fire	8	8
No Heat, or Utility Shut Off	3	3
Total	64	61

*Restrictions placed on expenditures by funding sources limited our ability to assist persons not already evicted.

**Figures include three incidents where violence or threats of violence were involved. Others were related to overcrowding and inability of families sharing a residence to get along.

These figures have substantiated our contention that the greater service would be to enable people to remain in their homes or to assist them in getting a permanent residence. The average cost per-bed night ($5.98) indicates this to be a very cost-effective approach.

The chapter has obtained the services of a volunteer to assist with program development and application for additional funding. Foundation, private industry, and government officials have all identified emergency food and shelter as high priorities.

The chapter is taking the leadership role in the development of an interagency task force to coordinate Mason County's emergency shelter services. The manager has met with the ministerial association and with members of city and county law enforcement. On January 7th, he will lead a panel discussion for interagency representatives at the Department of Social and Health Services.

The chapter recognizes the long-range needs of the rural populations it serves and will work to coordinate resources both within and outside the community. As State Representative Bob Basich of Aberdeen said before the legislature, "We've got two different Washingtons out there—the metropolitan areas . . . and the timber counties where people are having a hard time surviving."

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Chapter Manager
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Virginia Capital Chapter

Program Profile

The Virginia Capital Chapter has made a commitment as part of the Five-Year Strategic Plan to become advocates for the homeless in the Richmond metropolitan area. To date there is no formal program for service delivery; however, we provide shelter, feeding, and other basic maintenance needs to this client population.

Our chapter has a representative who is active on the Street Center Joint Case Management Coalition. This group, comprising representatives of many organizations, meets monthly to discuss the needs of the homeless. A health clinic and a feeding center are also in the same complex.

Our chapter, in conjunction with a local radio station, has been involved with providing food for families at Thanksgiving. This program has been in operation for four years. At Christmas time, the chapter works with the local transit union to provide a holiday meal for Richmond-area families. All of the food is donated by the union.

Disaster Services provides temporary housing for those who are displaced because of disaster. We also refer clients to the local housing authority. Those who qualify receive priority status on the housing roster.

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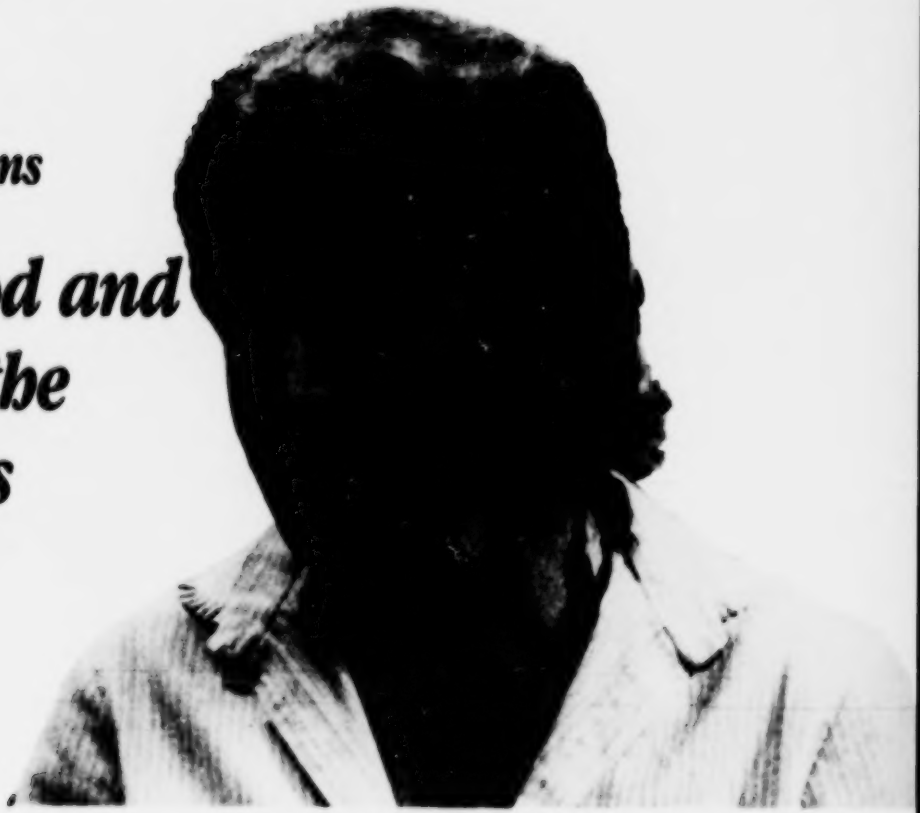
Red Cross
Chapter Programs

Providing Food and Shelter to the Homeless



Deschutes County (Oregon) Chapter

Program Profile

Since 1973, the Deschutes County Chapter has administered and housed Bend Aid. This organization was started for individuals and families who "fell through the cracks" of being eligible for assistance from other resources. Bend Aid's mission is to help people who have an immediate, temporary, emergency need. These needs can include food, shelter, prescription medications, transportation, utility bills, or commodity distribution. It is funded by the United Way, private contributions (monetary and in-kind), FEMA grants, and Oregon State Homeless and CAP grants.

Bend Aid is an entirely community-supported effort. Churches collect food on Sundays and sew quilts for the homeless; Extension Study Group members bring food to their meetings; schools, banks, swimming pools, theaters, utility companies, and many more have food collections. Approximately 10,000 persons are helped each year. The program expanded in 1985 with the Red Cross starting a cooperative experiment with 14 family physicians who offer free emergency service to indigent persons screened and referred by the chapter. The next step, in its organizational stage, is the Red Cross "Good Samaritan" Club. Members will pledge a minimum of $5.00 per month restricted to assistance to individuals and families with unusual emergency needs beyond the financial capabilities of the existing helping agencies.

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Manitowoc County (Wisconsin) Chapter

Emergency Assistance

Financial assistance through the Manitowoc County Chapter in the form of special vouchers in amounts of $10 and $20 is available for the purchase of groceries, diapers and other baby supplies, and health and hygiene products. Arrangements are made with various local stores to accommodate these vouchers. This kind of assistance is intended to be short term, providing help for a few days at most.

Clients for this program include, but are not limited to—

- Persons who are both homeless and without food.
- Persons receiving welfare assistance but running out of money and food before their next funding is due.
- Persons not on welfare, having little or no income (including persons recently unemployed).
- Persons waiting for funds or payment from some other resource.
- Persons temporarily in financial trouble due to some special circumstance.

Clients complete an application for assistance form to receive help. Assistance and counseling are provided to refer clients to other helping services, to suggest ways to handle their problem, and to encourage them to search out long-range solutions. Since the dollar amount of this assistance is small, the information and referral aspect of the program is vital.

From time to time, we have limited amounts of food available at the Red Cross office to provide to clients. This resource is limited because of lack of storage space.

Shelter Assistance

The chapter administers a special homeless shelter subsidy program funded by the Wisconsin State Bureau of Economic Assistance.

Clients of this program are homeless due to disaster, eviction, or other emergency situation, and without funds to provide for shelter. Some assistance with food is available during the time that shelter is provided.

Clients complete an application for assistance form to receive help. Assistance and counseling are provided to refer clients to other helping services, to suggest ways to handle their problem, and to encourage them to search out long-range solutions.

Surplus Commodities

The chapter also administers the Wisconsin State Temporary Emergency Food Assistance Program in Manitowoc County. Surplus commodities are made available from the state program with funding to assist in storage and transportation.

Surplus commodities for this program include butter, cheese, honey, flour, rice, and dry milk. These commodities are distributed every two months at 11 sites throughout the county. There is a site coordinator at each site who recruits volunteers to assist in handling the distribution.

State-established income guidelines are used to qualify persons for participation in the program. Commodities are delivered to persons who are unable to come to a distribution site.

Harvest Pantry

The chapter operates a Harvest Pantry during the months of the year when garden produce is available, usually June through October. The pantry is open one day a week for regular distribution. On the remaining work days, excess produce from the previous distribution is available to persons coming in for food assistance.

There are no income or other guidelines for this program. Participants need only provide their name, address, and household size.

Local newspapers and radio stations are used to solicit produce donations.

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Marion County (Ohio) Chapter

Program Profile

The Marion County Chapter, 45 miles north of Columbus, Ohio, is a Group III chapter that at one time served a highly industrial city and an agriculture-centered rural area. About three years ago, industrial plants started either layoffs or completely closing, which resulted in Marion County becoming the second-highest unemployed sector of Ohio.

Requests for aid started pouring into the chapter and the FEMA emergency shelter funds of 1983 were the immediate answer. The shelter proposal written was for emergency shelter for those out of their homes until an agency could work with them. The program was administered through Disaster Services. A case history (Red Cross Form 901) was done on each family and the Red Cross Standardized Emergency Price List was followed. Motels were used to give three days of shelter. To get the three days extended, the family had to present a letter from another agency stating that the family was working with them and that the agency requested an extension. The three-day limit was a motivating factor for the client to closely consider his situation and to go to the proper agency for help.

Each year since 1983 the program has been renewed. It was a vital support to the community in 1984 when two apartment complexes went bankrupt and all of the families were forced onto the street. When the health department closed the complexes, teams of family workers from the Red Cross, the Department of Human Services, and Children's Services worked as one in aiding the families.

This year the chapter received $9,477 for shelter and $8,380 for meals. By using these funds the chapter was able to provide more than 900 nights of shelter and 6,000 meals.

A review of the cases this year gave the chapter more insight into the family structure of the clients they were serving. They found that the following factors contributed to the need:

1. The family had become unemployed and was living with relatives or friends who no longer were able to house them.
2. The family had moved away from Marion to hunt for employment and, finding none, returned with no place to go.
3. Utilities at the home had been turned off and there was no way to refrigerate food for the children.
4. The family came to Marion from another state to seek employment.

The study also revealed that the average mother was 19 years of age and that 30 percent were 16 years of age or younger when they had their first child. The youngest mother was 15 years of age. The youngest child sheltered was two weeks old. Fifteen percent of the children were under one year of age and 23 percent had no father living with them. The chapter took a family of six living in a city park and a family of five from another city park.

The police departments and other agencies were very helpful in referring families in need to the Red Cross. Many of the clients knew that the Red Cross helped during disasters and came to the chapter on their own. Combining referral services with the shelter program, and using a highly cooperative interagency response appeared to be the key to the success of the program. The chapter had a very low factor of repeated requests for shelter on the basis of unavailability of aid.

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Midland County Chapter

Program Profile

It is difficult to imagine in a typical middle-class midwestern community that there could exist persons who go hungry and who are homeless. But it is also naive to believe that they do not. In any community there is a subculture of hungry and homeless and Midland, Michigan, is no exception. In our county of 72,000, we know there are approximately 3,000 families that fall below or near the federal poverty level. We know, too, that others subsist on nutritionally inadequate diets that in turn translate to poor health, infant mortality, and a host of other morbidity factors.

We further know that there are people in our community living in inadequate housing or who have no housing. But, those numbers are harder to generate because they are the invisible poor. Those persons seek shelter when and where it can be found—in abandoned cars, in woodlots, in public facilities. We do not see them until they present themselves to us because of Michigan's relentless winters and unforgiving cold. While the numbers are small by comparison to larger cities, they exist and the Red Cross has responded with several programs to help.

Emergency Grocery Orders

Working cooperatively with the Salvation Army, the Emergency Food Pantry Network, and other human service agencies to avoid duplication of services, the Red Cross will issue grocery orders for up to one week's worth of groceries to eligible persons. All persons are considered if they have exhausted personal and community resources. During the course of a year our chapter will issue, through our Emergency Services department, nearly 750 such orders at a value of more than $4,000.

Federal Surplus Commodities

Some years ago our local community action program sought a local organization to be a distribution site for the federal surplus commodities program. The Red Cross seemed most able to handle this project. The Red Cross has a history of mass feeding, volunteer recruitment, emergency response, casework, and other attributes that would lend itself to such an undertaking. Each bimonthly distribution serves more than 700 families and dispenses nearly one ton of commodities. During the course of a year, at one site alone, six tons of butter, cheese, yogurt, rice, powdered milk, flour, and honey are given to 17,000 idividuals. At retail these commodities would have a value approaching $500,000.

FEMA Local Board

For the past several years, the Federal Emergency Management Agency has been responsible, under Public Law 99.88, to oversee the distribution of $70,000,000 for emergency food and shelter programs. It does this through local boards. Along with the local United Way and other agencies, the Red Cross helps select community agencies to receive grants to provide for emergency food and shelter services. More than $26,000 is distributed annually for such programs.

Information and Referral Service

Frequently, agencies, churches, community organizations, and individuals call upon the Red Cross seeking information on community resources for the hungry and homeless. If the assistance does not fall into a category provided by the Red Cross, our volunteer and staff workers attempt to assess the situation and make appropriate referrals to other community resources best equipped to handle that need. The Red Cross handles approximately 100 such requests a month.

Emergency/Special Services Response

Occasionally individuals or families have needs so extensive that they exhaust personal and community resources. The Red Cross often responds with food, emergency transportation, counseling, clothing, or home heating assistance. At Thanksgiving, Christmas, and other holidays, some people want to share their bounty with those who are less fortunate. The Red Cross serves as their conduit of caring, acting as liaison between donor and recipient.

So much of what we do cannot be measured by dollars. It is best measured by smiles, by restoration of hope and self-sufficiency, and by preserving self-esteem in those who feel of little worth. That is the true measure of the success of all of our services to the hungry and homeless.

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Tallahassee Chapter

Program Profile

The Tallahassee Chapter has been involved with assistance to the homeless since 1983 when local, county, and state funding became available to the chapter for rent, food, utilities, and medication needs. While these funds were aimed at the prevention of homelessness, they also served as local consciousness raising. Since 1983, the chapter has annually received nearly $46,000 from county and state funding for this program.

With the implementation of FEMA programs, the Tallahassee Chapter received more than $14,000 during FEMA II, and during FEMA III and FEMA IV, the chapter has received another $32,000 to assist with this issue. Food drives and other community resources have allowed the chapter to become a major provider of nonperishable food items through a food closet.

The chapter has taken major steps to strengthen the resources in the community to deal with the homeless and with preventive issues. The chapter works with numerous other social service agencies with referrals and also has taken a major role in several local programs.

Programs and Issues

During 1986, the chapter provided approximately $80,000 in direct assistance to clients for rent, utilities, food, and medication. No other agency in the community has the resources to meet this need.

Following the African Famine Relief Campaign in our community, the chapter realized it could also be an effective tool for feeding its own community. Food drives at Florida State University football and basketball homecoming games have helped immeasurably. Thanksgiving and Christmas food drives have been very successful using various untapped resources. Some FEMA funding was used for the purchase of nonperishable food items. The chapter took a role in the Billy Graham Crusade and asked its audience to bring food items for agency distribution.

Because of our leadership role in advocacy issues, the chapter was asked by the Florida Department of Heath and Rehabilitative Services (DHRS) to serve as the committee chair in an areawide coalition on the homeless. This coalition has actively researched local, state, and national data to provide documentation of the need for future legislative funding. The chapter also serves in a dual leadership role for "Operation Warm," a cold-weather program aimed at providing around-the-clock emergency needs to elderly and handicapped clients when the temperature dips below 32 degrees.

The program director has also implemented a local program with dentists aimed at treating indigent clients who have emergency dental needs.

A special note is necessary. The Tallahassee Chapter is a medium-size Group III chapter. The emergency assistance programs listed are maintained by one full-time and one part-time staff, student interns, and local volunteers. Most chapters should be able to adapt their own resources to meet local needs in this fashion.

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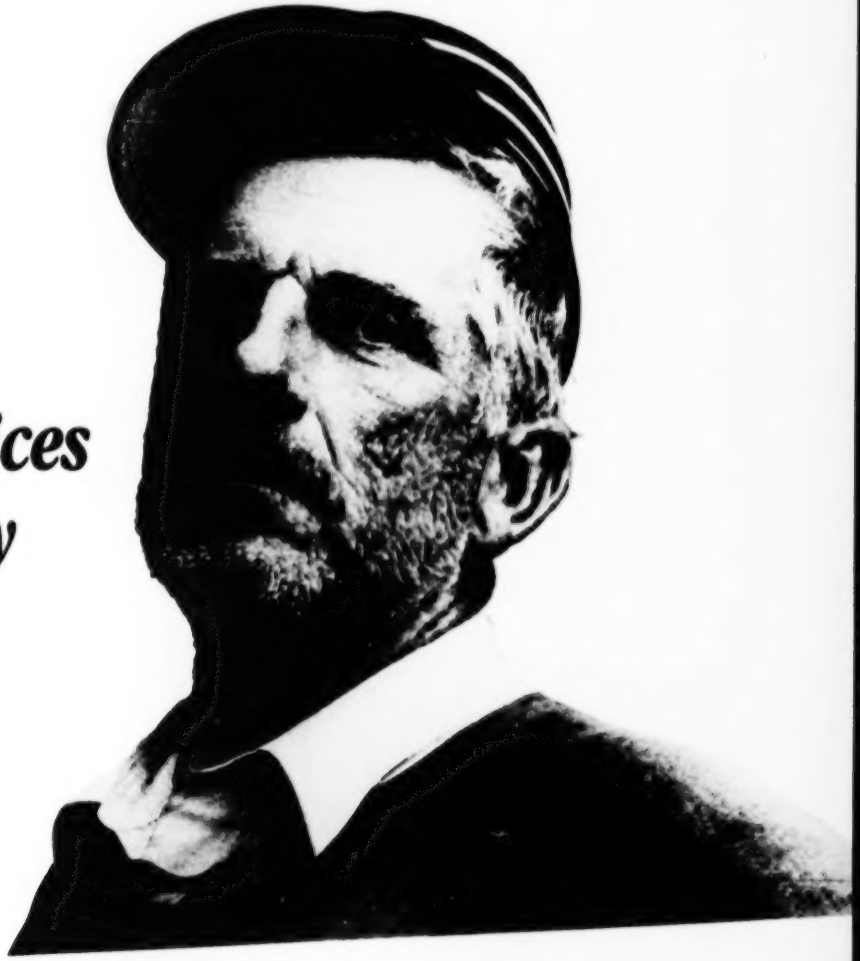
Red Cross
Chapter Programs

Providing Services to the Hungry



American Red Cross of Massachusetts Bay

Program Profile

The American Red Cross of Massachusetts Bay (ARC/MB) is responsible for servicing a geographical area of more than 70 cities and towns, including Greater Boston and environs. The total population for this area is more than 2,440,000. Within this framework, ARC/MB assists the hungry and the homeless through several programs.

In addition to operating a disaster relief program that serviced more than 1,000 families displaced by fire in 1986, Red Cross staff serve on the following:

- Massachusetts Coalition for the Homeless
- Governor's Advisory Committee on the Homeless
- Mayor's Commission on Hunger and Homelessness (Boston)
- Mayor's Task Force on Fire Victim Assistance (Boston)
- Cambridge/Somerville Committee on Homelessness
- FEMA Emergency Food and Shelter Program Allocations Boards (Norfolk, Suffolk, and Middlesex Counties)
- Blessed Sacrament Church Fire Victim Shelter Advisory Board
- Social Action Ministries

The ARC/MB executive unit has initiated its own Housing Task Force to pursue emergency housing alternatives. This task force is presently evaluating the short- and long-term effects of the housing shortage in Greater Boston and will be delivering recommendations to volunteer leadership concerning the executive unit's viability as a resource for housing assistance.

Program Descriptions

Hunger Assistance

ARC/MB currently operates three food pantries, two USDA commodities programs, and two USDA surplus food distribution programs. In 1986, more than 30,000 units of food were distributed to approximately 7,600 families in the Massachusetts Bay area:

USDA Commodities	12,219
Food Pantries	13,293
USDA Food Distribution	4,858
	30,370

The above figures do not include the most recent ARC/MB food pantry, which distributed 14,065 units of food to 299 households in its first two months of service. These volunteer-operated facilities are made possible through FEMA, USDA, and direct contributions from food wholesalers and distributors.

Emergency Services

ARC/MB disaster relief workers provide emergency assistance to displaced fire victims. When necessary, immediate temporary housing is provided, along with food and clothing disbursement orders. Caseworkers may assist with permanent housing needs, such as the replacement of essential household furnishings (refrigerators, beds, and so on) and housing referrals. ARC/MB Casework Services administers the Ames Fund for the town of Melrose for client food and utility assistance on a case-by-case basis.

During natural disasters, ARC/MB Emergency Services volunteers and staff assist Civil Defense and other agency personnel in planning evacuations, operating emergency shelters, and providing damage assessments and any necessary clean-up assistance. As in fire emergencies, caseworkers help with permanent housing needs and the replacement of household furnishings.

Health Services

ARC/MB Nursing & Health Services is currently working with Healthcare for the Homeless in Boston to develop needed programs in education, transportation, and general health issues. According to a preliminary joint proposal, ARC/MB may provide transportation to and from hopsital visits for clients of the agency. ARC/MB may also assist in determining clients' eligibility for veterans' or other benefits, as well as exploring the possibility of delivering health education in the family shelters for the homeless. Another proposed program would involve training ancillary shelter personnel in Red Cross first aid and CPR.

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Regional Manager, Greater Boston Region
Manager, Emergency Services
ARC/MB
99 Brookline Avenue
Boston, MA 02215
Telephone: (617) 262-1234

Broward County (Florida) Chapter

Program Profile

The Broward County Chapter maintains a food program that provides families with nonperishable food during periods of sudden emergency. Short-term counseling is offered while assisting clients to locate a resource to meet their needs. Twenty-four-hour-a-day coverage is provided seven days a week.

The caseworker interviews the family to determine the need and makes appropriate referrals to other community resources. Assistance is given according to how many people are in the family and how many days of food are needed. The basic food groups—protein, carbohydrates, vegetables, fruits, milk, and cereal—are provided for three meals a day for the number of days needed.

Last year the Red Cross served more than 14,250 people with 150,000 pounds of food. Donations of food are received from local churches, school food drives, retail stores, and community organizations.

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Assistant Director, Disaster Services
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Brown County (Texas) Chapter

Program Profile

The Brown County Chapter has maintained a pantry for the needy for the past five years. Food is donated through churches, organizations, and individuals.

A local volunteer "Meals on Wheels" program is coordinated and run through the Red Cross office with the help of 15 churches in the city delivering the meals. The Brownwood Regional Hospital prepares hot nutritional meals for $1.25 each. The money is donated through the community to pay for these meals. We serve approximately 60 people three meals a week—on Monday, Wednesday, and Friday.

This office has dispensed $15,000 in FEMA funds the past two years. The money was used for food, rent, and utility vouchers for those people in this county who were in need of help.

Other services offered with chapter funds (when available) include help with rent, utilities, food, gas or bus fare to go out of town for medical treatment, and the filling of prescriptions.

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Brownwood, TX 76801
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Camden County (New Jersey) Chapter

Program Profile

The Camden County Chapter is the local lead agency for government surplus food distribution. Since 1982, the chapter has coordinated the distribution of millions of pounds of cheese, butter, flour, powdered milk, and honey. Every two months the Red Cross receives 8 to 12 tractor-trailer loads of commodities that are unloaded by Red Cross and National Guard workers at the local National Guard Armory. Participating agencies are allotted their commodities and distribute the foods on a countywide distribution date. The Red Cross also delivers commodities directly to Camden City points. Camden is ranked as the 9th most distressed city in the United States and has the highest unemployment rate in New Jersey, 17 percent.

Volunteers from the Brotherhood of United Firefighters (B.U.F.F.) serve as drivers for each distribution and hundreds of volunteers throughout the city and county contribute thousands of hours to the effort.

In addition to serving as the lead agency for government surplus food distribution, the Camden County Red Cross founded what is now the Food Bank of South Jersey, collecting perishable and nonperishable foods that are used by food pantries and soup kitchens in the area. Also, the chapter is a founding member of the Emergency Housing Coalition and the F.E.E.D. consortium. These two task forces allocate FEMA and other government funds to those agencies feeding and housing the homeless.

Red Cross distributes food

CAMDEN—The [Camden] county American Red Cross, A United Way Agency, announced that a major distribution of government surplus foods for the needy will be held on September 18, from 9 a.m. until 3 p.m., or until the commodities run out.

According to Red Cross Chairman Ted Primas, "needy families who show proof of eligibility and local residence will be given 5 pounds of flour and 5 pounds of processed American cheese at neighborhood sites throughout the city and county." Primas added that "State agriculture officials have been instrumental in releasing more foods for mass distribution to counties throughout the state on a more regular basis."

Those eligible to receive the free food include participants in the following: Aid to Families with Dependent Children (AFDC), the Food Stamp Program (FSP), Supplemental Security Income (SSI), WIC (Women, Infants, and Children), residency in subsidized housing, child in federally funded day care center, unemployed (must show check stub), and Medicaid.

Persons going to distribution sites are urged to bring a bag or sack to carry home the foods. The Red Cross would like to remind residents that they may only pick up commodities for themselves.

County to distribute surplus food to needy

CAMDEN—A countywide distribution of U.S. government surplus foodstuffs has been organized by the Camden County Chapter of the American Red Cross.

Rice and processed American cheese will be disbursed to needy families and individuals in Camden City and Camden County from 9 a.m. to 3 p.m. Thursday, July 10, at various sites, according to the Red Cross.

Proof of eligibility and residency will be required to obtain the four pounds of rice and five pounds of cheese that will be given to each person or family until supplies run out, Red Cross Chairman Ted Primas said in a statement.

Those eligible include participants in the following programs: Aid to Families with Dependent Children (AFDC), food stamps, Supplemental Security Income (SSI), Women, Infants and Children (WIC), and Medicaid.

Other eligible persons include those living in subsidized housing, unemployed individuals (who must show their unemployment check stub), and persons with a child in a federally funded day care center.

Also eligible are households meeting the following annual income limits: $9,713 for one person; $13,043 for two; $16,373 for three; $19,703 for four; $23,033 for five; $26,363 for six; $29,693 for seven; and $33,023 for eight.

The food will be available at the following sites in Camden City: the Angel Perez Community Center, Westfield Avenue; the O.E.O. Office, Beideman Avenue; the Goodwill Store, 27th Street and Westfield Avenue; the Cramer Hill Community Center, Reeve Avenue and River Road; the North Camden Community Center, Sixth and Erie streets; and the YMCA, Third and Federal streets.

Also, the O.E.O., 600 Broadway; the B.U.F.F. Hall, Princess Avenue; the Neighborhood Center, Second Street and Kaighns Avenue; the Isabell Miller Com-

munity Center, Eighth and Van Hook streets; Sacred Heart School, Broadway and Ferry Avenue; the fire station on Morgan Boulevard; and Malandra Hall, Constitution Road.

Elsewhere in Camden County, the foodstuffs will be available at the local municipal building, except in the following communities: Audubon, the Audubon Heavy Rescue building; Bellmawr, Bellmawr Community Center; Gloucester City, Pine Grove Fire Station; Haddon Township, Grace Baptist Church; Pennsauken, P.Y.A.A. Hall; Runnemede, Harry Williams Community Center; and Winslow, Senior Citizens Annexes.

People are urged to bring a bag or container for the foodstuffs.

Information about the distribution program is available at 365-7100.

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Camden County Chapter
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Camden, NJ 08101
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Greater Miami Chapter

Emergency Food Distribution Program

Objective

To provide U.S. Department of Agriculture (USDA) surplus food to recipients of Supplemental Security Income, food stamps, Aid to Families with Dependent Children, and the unemployed.

Background Information

The U.S. Department of Agriculture (USDA) made surplus food available to Dade County in November 1982; however, due to extremely tight budget conditions, the Dade County Commission did not make the funds available to distribute the food. Without these funds, the surplus food could not be dispensed to Dade County's low-income families.

The Greater Miami Chapter volunteered to help. In order for this additional assistance to be provided, the chapter and its volunteers were placed in a state of emergency, as when a disaster occurs.

Because of the success of the program, in March 1983, the Red Cross received funds to continue distributing the food.

Up to January 1984, the food items were distributed on a one-to-one basis at public distribution sites. After that date, the food continued to be successfully distributed, but through agencies that made it available to the public they serve. A new system was initiated to ascertain that the agencies would follow the same guidelines set by the USDA, HRS, and the American Red Cross.

The principal source of funding for this program is received through reimbursements of certain incurred expenses from the state of Florida, which is supplemented with auxiliary grants from Dade County.

Highlights

To date, more than seven million pounds of food, valued at more than $10 million, have been distributed in Dade County. The USDA surplus food has been augmented with $310,000 in grants received from the Federal Emergency Management Agency, which enabled the inclusion of beans and fresh milk to supplement the cheese, rice, honey, flour, cornmeal, and powdered milk from the USDA.

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Deputy Manager
Greater Miami Chapter
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Miami, FL 33136
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Pasadena (California) Chapter

Program Profile

The City of Pasadena

The City of Pasadena is a residential community. The city population is 120,000. The ethnic breakdown is as follows: 55.6 percent Anglo/other, 20.6 percent black, 0.5 percent Indian, 5.2 percent Asian, and 18.1 percent Hispanic.

The city is represented by a wide range of socio-economic levels with a base of upper-middle-class residents balanced by a core of 25 percent of the city population below the poverty level.

The Pasadena Chapter is a Group II Key Resource Chapter. The chapter serves 10 communities with a total population of 325,000 people.

Pasadena's Youth and the Homeless

Pasadena's youth delegate to the national convention, Melanie Smith, returned to Southern California and to the Los Angeles area's Leadership Center where she voiced concerns about the homeless.

She shared those concerns among the chapter's Youth Council, which is a representative body of high school students from the chapter's service area. With the help of the chapter's youth director, Melanie's interest became a youth project.

The chapter's youth director, the coordinator of Union Station, and high school Red Cross Club faculty advisors had the task of developing a program that provided educational insight and working opportunities with the homeless.

I. Preparation

To learn about the homeless, each high school Red Cross Club hosts a presentation by a Union Station representative. This presentation defines who the homeless are, their problems, and their needs. The presentation also points out volunteer opportunities at Union Station and The Depot.

Youth volunteers who are interested in volunteering are provided with an outline of the existing Union Station program. Thereafter, they complete a volunteer application and are required to provide a parental permission slip to participate in the program. An additional orientation is held with parents, youth participants, and Union Station officials to further explain the Union Station program.

II. The Union Station Program—Individual Volunteerism

Authorized youth from high school Red Cross Clubs (or Youth Council members) in teams of two volunteer at Union Station. Youth volunteerism is limited to once a week (Wednesday) from 1:00 to 4:00 p.m. Volunteer duties are identical to those duties of adult volunteers and include food preparation, serving food, and cleaning. Additionally, youth volunteers assist in a variety of clerical duties.

III. High School Red Cross Club Support

Each Red Cross Club supports the Union Station Hospitality Center by providing materials (similar to ditty bags) for personal hygiene. Hygiene kits include safety razor, bar of soap, washcloth, deodorant, toothbrush, and toothpaste. A target goal of 50 bags per club is requested. Additionally, clubs are asked to donate sleeping bags to Union Station (new or used).

IV. Chapter Support for Youth Program

To help support the overall program, a chapter vehicle is available from 1:00 to 4:00 p.m. each Wednesday. This provides youth with transportation to and from Union Station.

Additionally, the vehicle is available to support Union Station's overall program in conjunction with the Red Cross Youth Project.

Suggested use of the scheduled vehicle is to assist in providing Union Station's clients with transportation to medical and psychological services.

V. Conclusion

This program strives to provide youth with an opportunity to learn about the homeless. They will see that individuals who become homeless are not faceless. They are physically and mentally ill. They are impoverished people who have no homes.

It is hoped that youth will use their energy and creativity to bridge dynamics that too often force the homeless onto the back roads and alleyways—out of sight and out of mind.

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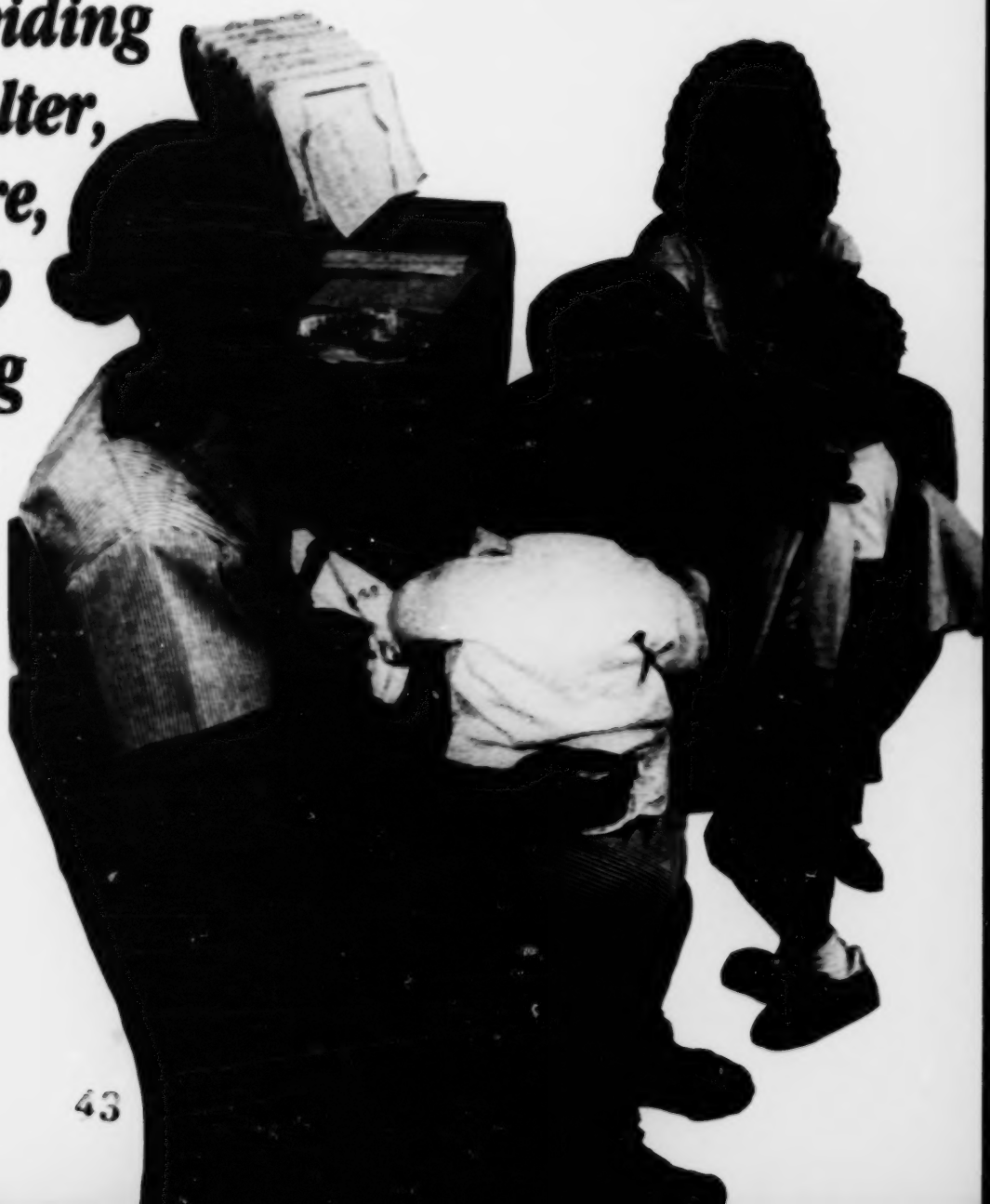
Red Cross
Chapter Program

Providing Food, Shelter, Furniture, and Job Training for the Homeless



Mid-Michigan Chapter

Program Profile

The Mid-Michigan Chapter provides assistance to the homeless through several programs. Its service area comprises Clinton, Eaton, and Ingham counties. According to the 1980 census, the population of these three counties is a little more than 405,000, with its principal city being Lansing, the state capital (with a population listed at 130,414). This moderate-size service population has a direct influence on the number and volume of the service programs we are able to provide. The fact that the chapter is also the home of the Great Lakes Regional Blood Services has significantly contributed to the chapter's ability to provide the services.

Three major chapter program areas that directly impact the homeless are Crisis Casework, both daytime and after-hours assistance, Project Aid for Food, and Project Aid for Furniture. Figure 1 represents the staffing structure of the Emergency Services Department in the Mid-Michigan Chapter. The three programs above, along with Disaster Services and Service to Military Families and Veterans, make up the Emergency Services Department. Figure 2 gives a summary of the amount of direct financial or in-kind assistance given in the three homeless-related program areas in the last three years. This table is made available at this point to allow ready reference as one reads the rest of the profile.

Crisis Casework is assistance to the general public, primarily poverty clients, that is not SMF&V or Disaster related. It has two primary focuses. One is the "After-Hours Assistance" for after normal work hours. The other is "Daytime Assistance," which is the Red Cross acting to assist clients during the normal work day. "After-Hours Assistance" helps with temporary shelter, temporary food, emergency prescription assistance, and, in selected situations, transportation. "Daytime Assistance" assists with prescriptions, a small medical equipment loan closet, and, depending on funding and other agency availability, rent and deposits and utilities assistance. It also helps in areas of unusual needs, such as funeral expenses, artificial limbs, medical transport, back property taxes, or other unusual needs with an unusual story behind each one. The basic standards behind both areas of assistance are that the Red Cross is an agency of last resort and is open 24 hours a day.

Project Aid for Food is a food bank warehousing program that deals in both donated food that can be acquired in bulk from food manufacturers and distributors, and purchased food in bulk at less than retail to round out the menu of foods available. The food bank's primary purpose is to significantly reduce food acquisition costs for the nonprofit agencies that it serves. Due to its uniqueness and purpose to serve agencies, not clients, the food bank serves a larger service area than the three counties, with service to agencies in a few neighboring counties as well.

Project Aid for Furniture has as its primary purpose to solicit from the general public used furniture and appliances, to clean and repair these items as needed, and to get them into the homes of needy families that otherwise would be sitting, sleeping, and eating off the floor. It also has a small fund for helping clients purchase second hand those items that are desperately needed but very seldom donated. A secondary purpose is to provide a job training experience for special groups of volunteers, such as the Department of Social Services Community Work Experience Program.

Crisis Casework—After-Hours Assistance was started approximately six years ago at the request of the local United Way and other agencies due to the need for some agency to be able to solve the problems of the hungry and homeless after normal work hours when most other agencies were closed. They provided restricted funding to be used for only those clients who needed after-hours assistance. Funding since has evolved into being available for both the after-hours and daytime needs of crisis casework.

A unique relationship has developed between the chapter's Emergency Services Department and the Great Lakes Blood Services region's distribution workers. Because blood is distributed 24 hours a day to serve hospital blood bank needs, the after-hours distribution staff is available to also serve as casework aides during the dusk-to-dawn hours and on weekends and holidays when other social service agencies are closed. They are the helping hand for those clients who were unable to find solutions to their problems during the daytime or the problem arose after normal duty hours.

It is accepted that maintenance and distribution of blood products is distribution's primary responsibility, but after regular business hours, they have a secondary responsibility—to act as casework aides assisting civilian clients needing food, shelter, medical prescriptions, and transportation.

The following is a statement of our After-Hours Emergency Needs Program guidelines, purpose, and general principles.

Purpose

To assist in emergency situations after regular working hours and on nights, weekends, and holidays when the other agencies providing these needs are closed. The program is designed to meet these emergency needs until daytime agencies reopen. The basic services provided are emergency food, temporary shelter, prescription medicines, and transportation.

General Principles

1. This service is available mainly to residents of Ingham, Eaton, and Clinton counties, to stranded families (two or more in the family unit) en route to a definite destination, and to others who have experienced emergencies beyond their control.
2. Our assistance is on a one-every-two-months basis. Assistance will also be denied if a client becomes a chronic user. This assistance is not meant to be a continuous supplement to a client's resources. Clients who request assistance a third time after receiving assistance each of the last two bimonthly periods will be considered chronic, denied assistance, and referred to the daytime emergency service staff.
3. Assistance is for overnight or for the weekend, until other agencies reopen. If the client can wait until the daytime agencies reopen, proper referrals should be made and no further assistance given.
4. Clients must have some form of identification (picture I.D.s if at all possible—such as a Michigan I.D. or driver's license—otherwise, at least two other forms of identification). All adults are to provide such identification to be included in the service. If theft or loss of such documents is claimed then proof that such a loss has been reported to the police would be requested. If not available, then client can be served at the worker's discretion.
5. Clients are to provide hard evidence of their situation and needs, such as proof of residency, or proof of eviction, number of children or other persons in household, shut-off notices from utilities, proof that children belong to the client, and so on.
6. The clients should be encouraged to seek help from family, friends, and neighbors as the situation by definition is temporary and an emergency. This also leaves the solution in the client's hands as much as possible. At the same time, the Red Cross should be willing to readily assist when resources are not available to the client.

Note: All of the above six items are the grounds for providing or denying assistance. **Exceptions can be made.** Use your judgment or consult with the Emergency Services back-up staff. Clients do have the right to refuse the kind of assistance offered. The Red Cross also has the right to expect the clients to use the least expensive yet reasonable assistance available, and has no obligation to seek alternatives if such reasonable assistance has been offered.

The after-hours staff makes, of necessity, a lot of decisions without being able to verify the client's story due to the other agencies being closed. This, coupled with the fact that the assistance is stop-gap by definition, means that we are fairly liberal with the exceptions to the above guidelines. The guidelines start applying when the client becomes a chronic user or does not seem to be totally honest in describing his need. The daytime professional staff feels it appropriate to make corrections in procedure but decisions as to whether to assist or not are not often criticized. We find this necessary when supervising a program without having the authority or being physically present to directly supervise the staff.

The guidelines continue with much more detailed standard operating procedures, in that the staff carrying out the service are aides, not caseworkers. The following is a synopsis of the material.

Shelter for the homeless is sought from other community shelters. The shelters available in the Lansing area are Economic Crisis Center (for families), Loaves and Fishes (for single men, single women, and small families), Council Against Domestic Assault (for abused women and their children), Volunteers of America (for single men), and the City Rescue Mission (for single men and women). When they are full, a room in the YMCA or a local motel is provided via a disbursing order. Figure 2 under Shelter Disbursing Orders indicates that our level of assistance has almost doubled in the last two years with the cost for last year being $13,461 for YMCA and motels for the homeless.

Clients who are hungry will be provided a food bag (or box) according to the size of the family and whether they will have cooking facilities or not. A motel bag for noncooking was prepared for most of those going to a motel. All other shelters provide meals. The other varying-sized boxes and bags of food are for the clients to take back to their own homes. This food, prepackaged and labeled, is provided as a service of this chapter's Project Aid for Food.

Figure 2 under After Hours Food, footnote number 2, indicates that in August 1984 we converted to the use of food bags from vouchers. In that process we eliminated the misuse of the food voucher and saved a significant amount of money.

Prescription medicines may be authorized through disbursing order, if needed, prior to normal working

hours, but efforts are made to refer all clients that can wait till the daytime hours to the daytime casework staff.

Taxi or bus transportation may be authorized in conjunction with other assistance, or may be provided at the request of other agencies. Taxis are provided especially during the colder months and when small children are involved. They also are requested on occasion by the emergency rooms at hospitals when patients have no way back home after being seen on an emergency basis. Buses are occasionally provided at the request of the Council Against Domestic Assault due to the need to transfer an abused wife or girlfriend out of the city to either another family member or to another shelter.

Clients who have overused the system, have extenuating problems, or can wait for assistance until daylight hours are referred to the chapter's daytime casework staff.

Four daytime professional staff members of the Emergency Services Department—department director, casework coordinator, Project Aid coordinator, and Project Aid assistant (see figure 1)—rotate the after-hours responsibility of being on back-up call. This function is not only to provide back-up support to our many SMF after-hours emergency volunteers handling the 24-hour SMF responsibilities, but also to be available to advise on how to handle the problem cases for the blood distribution staff doing the crisis casework after hours.

CRISIS CASEWORK—Daytime Assistance is that assistance given during normal work hours when most of the agencies are available to pursue solutions to people's problems.

The most common form of assistance is the Department of Social Services' Aid for Dependent Children that helps single mothers with two or three children. This single parent receives approximately $520.00 per month, which includes her food stamp allotment. With that, she must pay for rent, heat, other utilities, and basic household needs such as food, clothing, and transportation. The income totals $6,240 a year.

The person receiving General Assistance who is not responsible for children does not fare any better. The average grant per month is less than $200.00.

In order to get off the welfare treadmill, a great many people are accepting minimum wage jobs with no benefits, no medical insurance, no dental coverage, no retirement plan, nor many of the other benefits most of us are used to. Some individuals are working two part-time jobs but, again, with no benefits. A full-time minimum-wage job will pay approximately $7,000 annually. Thus the crisis casework function of the Red Cross is critical to the survival of many in this community.

Crisis casework has provided a wide variety of assistance in the last several years. Besides the more common assistance with rent payments, utilities, and medical prescriptions, the program has helped at least once with burial assistance, birth certificate expense, wheelchair ramp, back property taxes, artificial limb, wheelchair repair, and other items. One principle in the assistance is that when all else fails, the Red Cross will try to assist.

The key in all these cases is a significant amount of networking with other agencies. The crisis casework program also has as one of its goals assistance in times when other agencies' normal sources of funding in a specific area have temporarily dried up. Figure 3, a graph, illustrates the ups and downs of the assistance, much of which was at least partially planned. The left-hand side of the graph represents the number of families assisted, and across the bottom are quarterly intervals for the past eighteen months.

As an example, the top line in the last quarter represents the prescription assistance given by this chapter. This is funded mainly by the Department of Social Services. After receiving our current funding in January, we informed the social service community of the program and, therefore, saw a significant rise in that quarter. The next quarter, spring, went down but it rose even more in the third quarter as even more agencies took advantage of the program.

The second line from the bottom is our daytime rent assistance and the bottom line is utilities assistance. As you can see, we had some extra heavy months in the fall of 1985. These were caused by the expiration of FEMA funds on the 31st of July. At approximately the same time, the Salvation Army used up their People Care funds. This agency picked up a good many of the cases as a consequence.

A similar thing happened in May 1986. This time it was the nonreceipt of FEMA funds that were overdue along with an even earlier expiration of the People Care funds that caused a temporary lack of funds for rent assistance. Thirty-three of the 45 families assisted for that quarter were in May. FEMA funds finally arrived and the agencies that were going to assist with rent assistance were able to once again pick up the burden in June.

Social service agencies in this community, especially those which are nonprofit, are trying—and succeeding—to be cooperative, frugal with their resources, nonredundant in the services offered, and supportive of each other, and that gives a big advan-

tage to the clients. The moderate size of our community makes this cooperation possible.

Just as the national Red Cross is involved extensively with the national FEMA board, so is this chapter very involved in the local FEMA board. FEMA funding in this community is done with all the agencies that are to receive funds involved in the final decision. This chapter has routinely received FEMA funds for additional assistance in food, shelter, and rent.

The Department of Social Services has granted this chapter funding since December 1984 for prescription assistance. In April 1986, they also assisted with temporary funding for rent assistance. See figure 2 in both the Daytime and After-Hours Medical Prescriptions, which shows a very rapid growth in this area of assistance.

Project Aid for Food began in March 1983, and was given the role of operating a storage space to house large quantities of donated food. This donated food is then made available to more than 50 local nonprofit social service agencies for pick up on a weekly basis. This donated food is available to participating food closets and food providers for a minimal per pound cost, at this time 12 cents per pound, which helps defray the cost of operation.

Sources of this food are food manufacturers, food distributors, and large food retailers. This food is received both directly and indirectly through other food banks in the state of Michigan.

Project Aid for Food is a member of the Food Bank Council of Michigan, a statewide network of food banks. This is a benefit to our community because the network provides increased access to donated products available in other areas of Michigan. Food is shared, which results in increased variety and availability for the local agencies.

We are also affiliate members of Second Harvest, a national food bank network, and receive donated food through the certified food bank, West Michigan Gleaners, in Grand Rapids.

In order to provide staple, high-demand foods that are frequently not available through donations, Project Aid for Food also purchases and stocks a fairly large quantity of food that can be purchased by agencies. These items are made available at below-retail cost.

Our aim is to help agencies save money and to increase their ability to feed hungry people. We, therefore, charge the cost of the food plus a small mark-up to cover some of the other costs. The mark-up is either slightly less than half the difference between what the food costs and the general price that agencies were having to pay for that item, or eight percent, whichever is less. This ensures that we are saving the agencies money and at the same time recouping some of the costs of transportation, storage, staff, and other items. The bottom portion of figure 2 shows that at least 40 agencies have been served yearly with an increasing amount of food.

Sources of this food include some of the same manufacturers and distributors who cannot afford to donate the food but can sell it at just over wholesale, at cost, or with a special savings due to large quantities.

A company donating to the food bank receives direct benefits. The tax reform act of 1976 allows a donor tax deductions equal to one-half the realized profit plus the production cost. Cost of delivery to the food bank is also deductible, if they choose to deliver. But most of the time we have to pick up the donation. Various state and federal tax legislation should be studied fully to determine all the benefits.

Project Aid for Food has facilities to handle frozen, refrigerated, and dry goods and therefore handles all kinds of purchases and donations. We accept overproduced products, mislabeled containers, improperly coded products, selected outdated products, discontinued items, slightly damaged cases, fresh produce and meats, and nonfood items such as soap, toilet tissue, and cosmetics. Many of these items are donated and others are offered at even more savings than wholesale.

The project and its committee has a unique relationship with an organization called the Greater Lansing Food Bank (GLFB). The Project Aid for Food Committee, besides being a Red Cross chapter board committee, also has a responsibility to report to the GLFB board and to act as a liaison between the chapter and the GLFB.

The Lansing community's response to the recession of 1982–83 was the creation of the Greater Lansing Food Bank. That organization, in response to the large number of families and individuals who were seeking relief from being hungry, responded in two ways. First, they became quite adept at raising funds, to the extent that they are now spending more than $20,000 per month on food. Secondly, they became the central clearinghouse to a much expanded network of food closets that give out a six-day supply of food, five times a year, for clients who are in need.

Project Aid for Food was started with the GLFB's support and has become a major source for food for them, especially donated and less-than-retail-priced food. In fact, their costs for specific food items has frequently become the standard against which the project is able to compare its purchased food prices to ensure that we are saving the agencies money.

The GLFB works with 37 churches, neighborhood

centers, and other organizations that act as food closets to give food to clients to take home for preparation. All the food the GLFB provides to the food closets the GLFB pays for and the closet receives and distributes free of charge.

All other agencies, such as soup kitchens, orphanages, youth homes, half-way houses, senior programs, or any nonprofit social service agency that feed on their premises, deal directly with the Red Cross project. They pay either the 12-cents-per-pound or the costs plus mark-up of the purchased food.

The project expects to spend about $206,000 this year for food and receive from the GLFB and these other agencies more than $235,000 for food sold to them. The amount of food handled by the project during its three-year history is represented in the poundage figures in figure 2. The dollar figures mentioned above mean for this year we are well on the way to providing more than 400,000 pounds of food.

Project Aid for Food is operated by three full-time paid staff members who are shared with Project Aid for Furniture (see figure 1) and a good many volunteers. Besides Red Cross volunteers, the project relies on volunteer personnel from other community programs, the Department of Social Services, and city and county diversion programs. Work study students from Michigan State University are also always very helpful. It is largely due to the utilization of these very inexpensive staffing sources that the project is able to provide food to participating agencies at a very low cost.

The three paid staff members include a project coordinator who does most of the soliciting and purchasing of food, and who works with the two board committees, one each for the food and furniture projects. She also supervises both food and furniture programs. The project assistant does the recruitment, interviewing, training, and direct supervision of staff working out of the office in both programs. The warehouse supervisor is responsible for all activities at the warehouse, including food dissemination day, furniture dissemination, inventory control, furniture and appliance repair, and supervision.

Project Aid for Furniture re-commenced operations on October 2, 1983, after a two-year lapse due to lack of funding. The project's primary function is to collect donated furniture and appliance items, repair them when appropriate, and pass them on to families in need at no charge. These families would otherwise continue to sleep, sit, and eat on the floor.

The project solicits furniture and appliance donations from individual donors and from institutions that may have items useful to families. Then the project cleans and does some repair to the items to make them usable. The items are made available for the clients to pick up on a first-come, first-served basis or they are delivered to those clients who are unable to pick them up. To determine eligibility, home visits are also conducted prior to clients being authorized to receive furnishings.

A secondary function of the project is to provide a job training experience for social service clients, who help to staff the project while obtaining valuable work experience that helps them get off the welfare rolls. In this calendar year alone, this project and the food project have been able to assist six of our former social service volunteers to obtain full-time employment.

The families being serviced include the unemployed, single-parent households with the Department of Social Services as their sole means of support, recently evicted families, possibly mothers with children who were abandoned or abused by their husbands, or transients who have overstayed their welcome in the overcrowded homes of relatives. These persons may have found an apartment or house to rent but need assistance to pay rent and utility deposits. They do not have funds left to purchase beds for the children to sleep on, refrigerators for wholesome storage of food, or a table to eat from and for the children to do their school homework on. Another service group are victims of home fires or other larger disaster situations.

The project serves only residents of the chapter service area who also meet an income guideline. These guidelines are based on federal and local criteria.

The project has been funded partially in the past three years by grants from the city of Lansing through the Human Resources Department. Our contracts for those three years required us to service 1,700 families by June 30th of 1986 by giving them furniture and appliance items. During the past two-and-three-quarter years the project has been in operation, 1,901 families have received an average of more than three-and-one-half items per family for a total of 6,826 furniture or appliance items, all free of charge. (See figure 2 for details.)

The current cost to the community to run the program is $15.78 per item. This includes picking up the item, cleaning and repairing it, storing it, and either delivering it to a needy family or making it available for client pick-up.

In addition, we have assisted another 146 families with getting their appliance repaired, referred them to other agencies who, with our recommendation, provided donated items to the client, or lastly, helped purchase second-hand items very much needed

by the clients but rarely donated to the project.

In 1984, we were able to assist a total of 876 families. In 1985, we were able to assist 733 families. We encountered several setbacks in 1985. One thing that took some time was application to three different funding sources to obtain the needed operating funds.

Another problem was flooding in the warehouse at our former location three times during the summer of 1985. This misdirected staff time, both volunteer and paid, and caused the loss of a good many furniture and appliance items. The consequence of that was the need to move, which we did in the fall of 1985.

The new location is significantly better than the previously donated space but we are now having to pay rent. Our current landlord is charging $1.75 per square foot, a rate significantly below the fair market value. We provide him confirmation that the difference is given as a contribution.

The process of picking up, warehousing, and distributing furniture is a very labor-intensive process. But that's just the beginning. Add to this the repair and cleaning functions and the home visits to clients, which are also time consuming. To run smoothly, the project must have an average of at least 10 full-time staff members plus the coordinator. To staff the equivalent of these 10 positions, the project coordinator enlists a variety of volunteers.

Figures 4 and 5 illustrate key staffing information relative to the assistance given for the calendar years 1984 and 1985, and an 11-month projection into 12 months for 1985. Figure 4 is the number of families served each year. Figure 5 is the volunteer staff hours. Figure 4, when compared with figure 5, indicates it takes about ten hours of volunteer time to service one family.

In figure 5, the height of the column is the number of volunteer hours in thousands. Traditional volunteers are the bottom group and provide some significant long-term expertise.

The next group represents nontraditional volunteers. These are people who have committed minor offenses and are given the opportunity to volunteer at a community organization in lieu of alternative sentencing. A few selected probationers are included.

The real backbone of the program, and growing in importance, was the smallest group in 1984 but the largest group this year. They are the Department of Social Services Community Work Experience Program (CWEP) client volunteers. At this time, they are required to give six months of service, unless they find employment, and will work from two to five days a week depending on the amount of their support allotment from the Department of Social Services.

The last category of staff, the top area, significantly helped service more than 870 families in 1984. This group was from the Michigan Community Service Corps (MCSC) provided through the Urban League and Cristo Rey. They were paid minimum wage and had to be former D.S.S. clients. We had as many as a dozen of these workers at a time for 30 hours a week, a total of 4,210 hours for a year. Unfortunately, in 1985, the state government drastically reduced that program. (Note we only received 85 hours from that source that year.) The consequence was a reduction in the number of clients we were able to help in 1985. Both the nontraditional and the community work experience volunteers helped pick up some of the slack.

It is expected that 900 families will receive service from the project during calendar year 1987. We will also continue providing training experiences. The previous year's contract stated we would be doing training only in furniture and appliance repair. Several additional areas in which we have provided strong training experiences for the Michigan Community Service Corps and the DSS Community Work Experience program include inventory control, warehouse management, client intake, and truck driving. Two other possibilities for the future include data entry/inventory control and word processing, both on the IBM computer.

Something we have learned in working with the SWEP and the MCSC volunteers, all of whom came from the social services system, is that most of them want to work and they want to do a good job. Our local Urban League reported that, of the approximately 165 MCSC people who worked the fall and winter of 1984, 69 percent found full-time employment. The job training experience with organizations like ours, the advocating and job searching assistance carried on by the League and other agencies, and the assistance given with writing resumes and in handling the interview process helped these former DSS clients to get off the welfare rolls.

This chapter is currently employing three former Department of Social Services Community Work Experience people. They proved their worth as volunteers and are now very valuable as paid staff.

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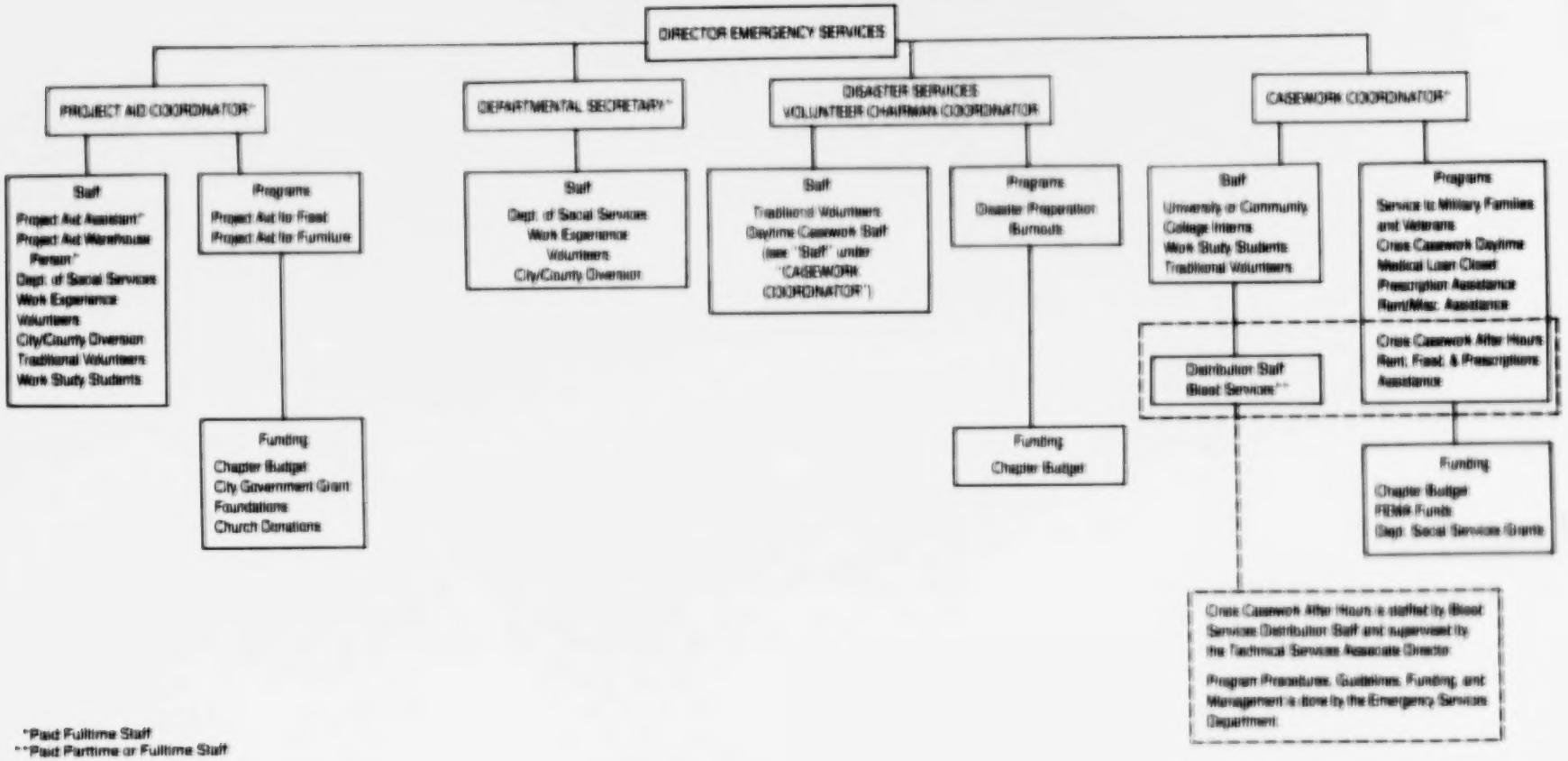
FIGURE 1

EMERGENCY SERVICES DEPARTMENT
MID-MICHIGAN CHAPTER
LANSING, MICHIGAN

Program Staffing, Organization, and Funding Sources



*Paid Fulltime Staff
**Paid Parttime or Fulltime Staff

FIGURE 2

SERVICES PROVIDED
EMERGENCY SERVICES DEPARTMENT

	Fiscal Year 1983–84		Fiscal Year 1984–85		Fiscal Year 1985–86	
	Number of Families	Amount of Assistance	Number of Families	Amount of Assistance	Number of Families	Amount of Assistance
Crisis Casework/Daytime						
Rent	8	$ 985	49	$ 6,088	170	$16,459
Utilities	6	803	17	1,654	42	5,110
Medical Prescriptions[1]	10	600	115	5,805	391	13,502
Medical Equipment/Other	6	1,112	2	85	15	663
Food	57	2,433	7	94	2	51
Transportation	9	220	41	1,532	89	1,205
Crisis Casework/After Hours						
Food	486	10,236	540	5,455[2]	486	4,804
Shelter Disbursing Orders	177	6,696	258	10,067	515	15,461
Shelter Placements With Other Agencies	282	—	181	—	273	—
Medical Prescriptions	27	452	55	1,256	78	1,594
Transportation, Other	62	68	118	1,602	238	1,860
Total Crisis Casework	1,110	$25,597	1,581	$31,615	2,047	$56,489
Project Aid for Furniture						
Received Items[3]	417	1,551	806	5,408	678	2,428
Received Repair Referral or Disbursing Order	110	—	65	—	58	—
Total Assisted	527		871		736	
	Number of Agencies	Pounds of Food	Number of Agencies	Pounds of Food	Number of Agencies	Pounds of Food
Project Aid For Food						
Donated Distributed		231,242		150,657		152,466
Purchased Distributed[4]		47,728		124,791		216,427
Total Distributions	46	278,970	48	255,448	40	368,893

[1]Strictly Emergency Services statistics, basic health prescriptions are not included in these figures.

[2]After-Hours Food converted from issuing Disbursing Orders to giving Food Bags and Boxes August 1, 1984, provided by the Project Aid for Food, which economized significantly.

[3]For furniture, amount of assistance is the number of furniture or appliance items given.

[4]For 83–84 purchased food distributed, 50,108 pounds distributed free of charge (purchased with FEMA Money) and 17,620 pounds were distributed at cost. Beginning July 1985, all purchased food was distributed at cost plus a small mark-up.

FIGURE 5

AMERICAN RED CROSS

Crisis Casework Families Assisted

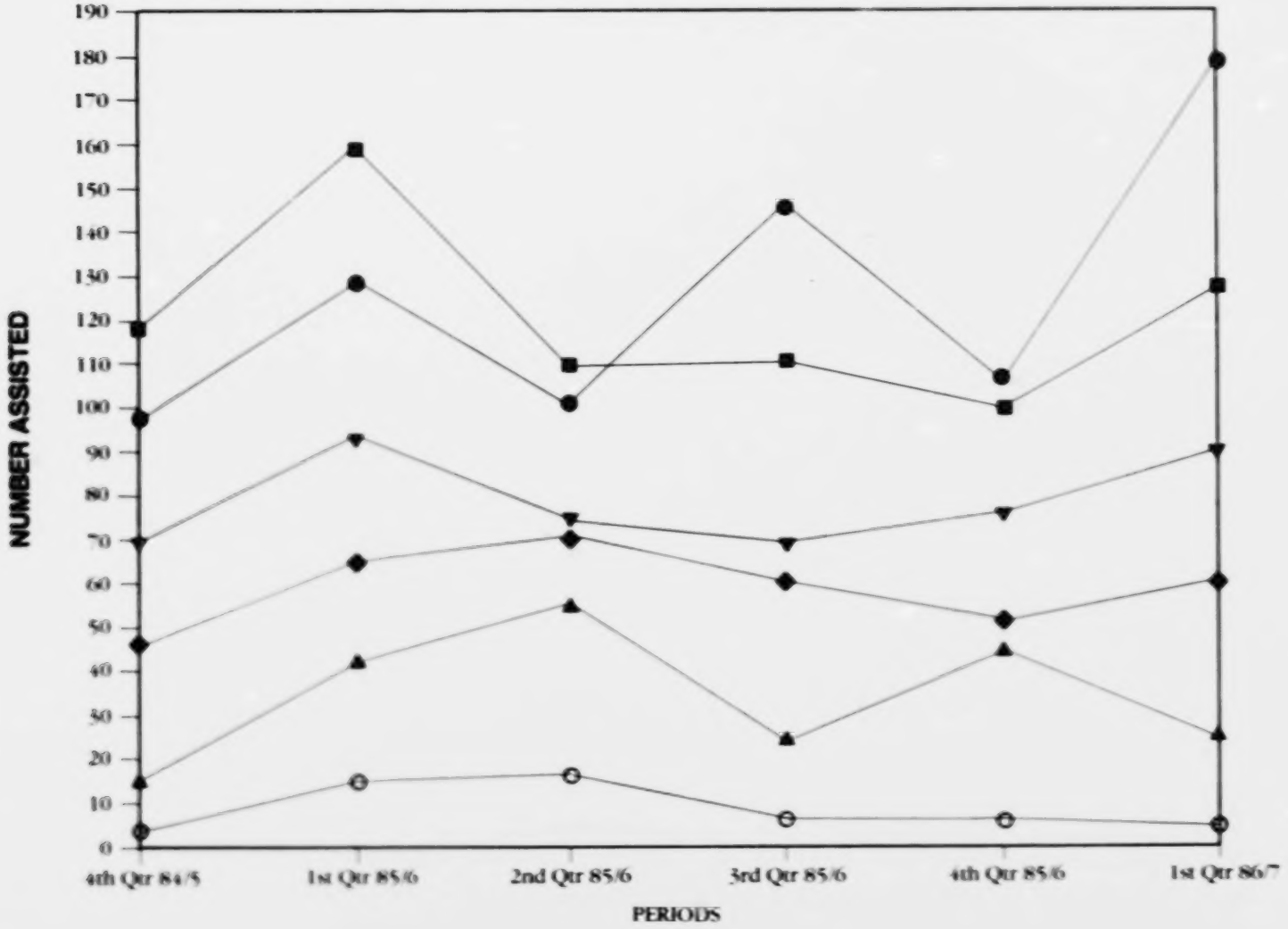


FIGURE 4

PROJECT AID FOR FURNITURE

Number of Cases Served

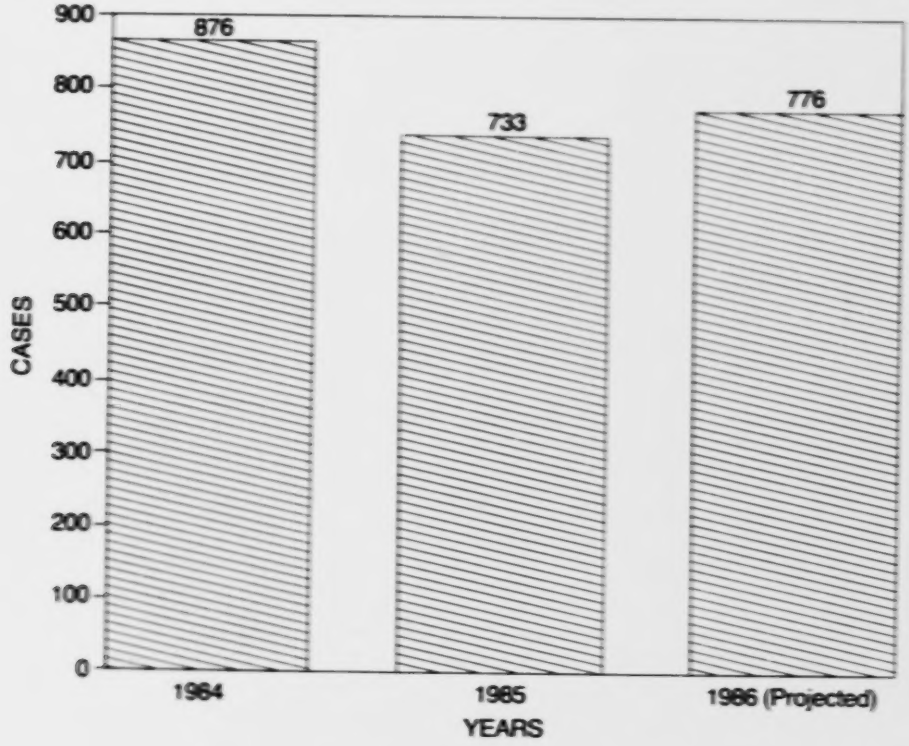
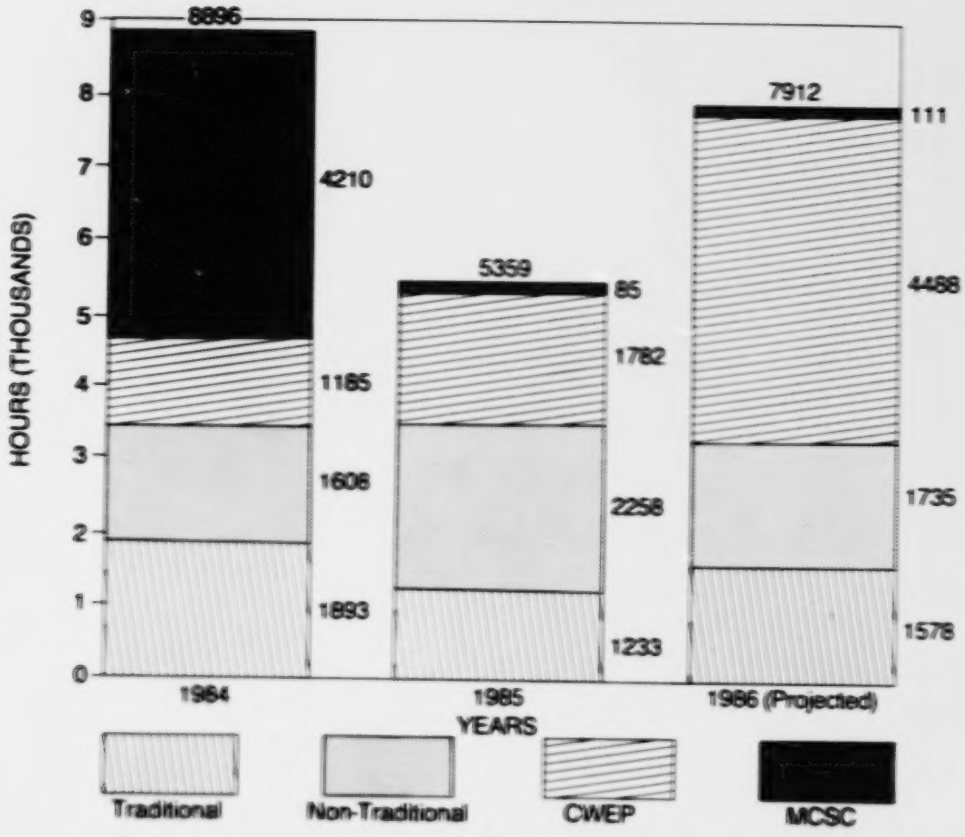


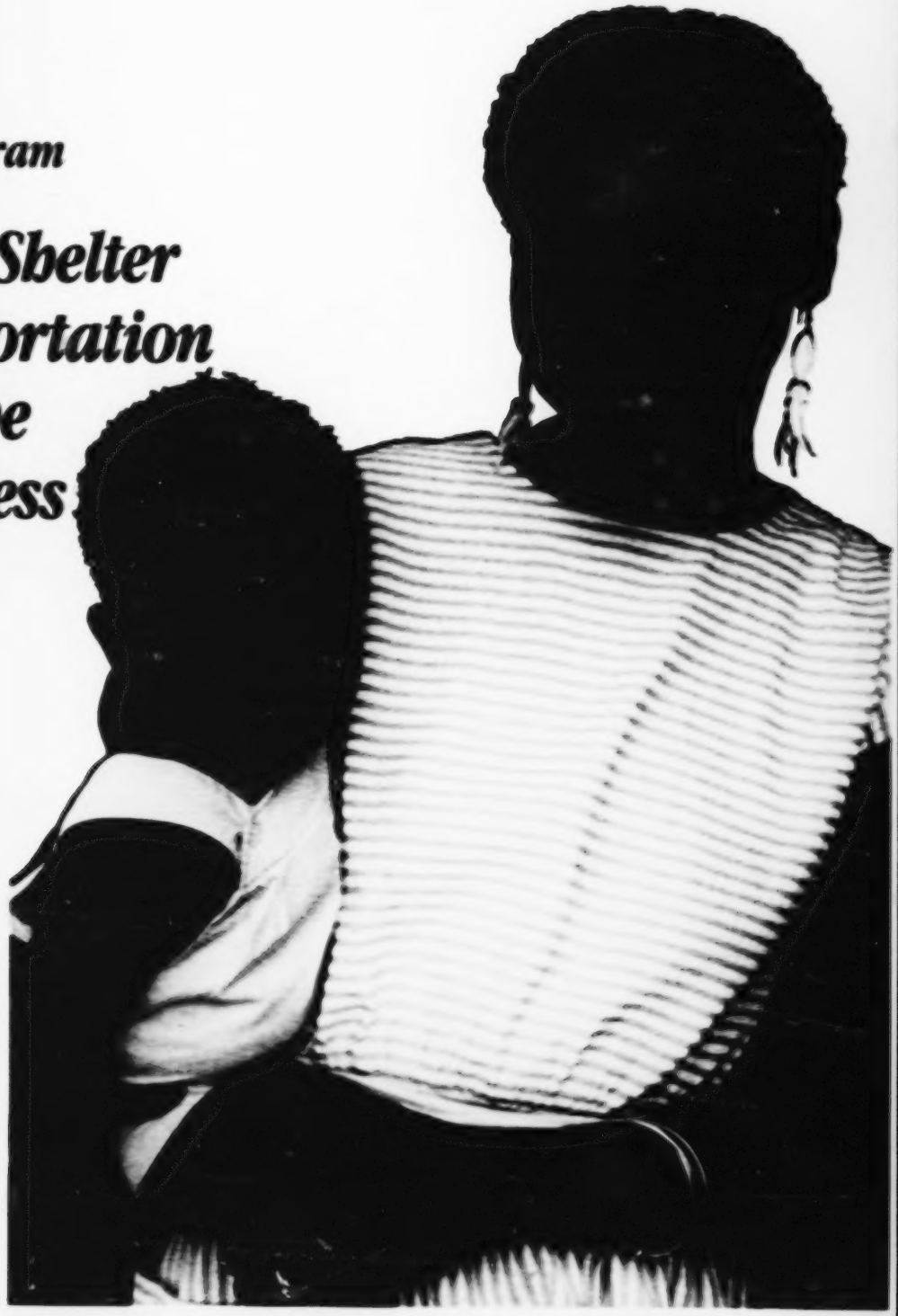
FIGURE 5

Number of Volunteer Hours



Red Cross
Chapter Program

Providing Shelter and Transportation for the Homeless



St. Louis Bi-State Chapter

Program Profile

The St. Louis Bi-State Chapter offers direct services to the homeless through (1) Second Chance Emergency Shelter and (2) the Homeless Transportation Program.

The Second Chance Emergency Shelter has been developed as a cooperative effort by the Bi-State Chapter and Ministers United Against Human Suffering (MUHS), an association of 25 East St. Louis ministries. The shelter, located in downtown East St. Louis, provides lodging, meals, counseling, and referrals to homeless clients. The shelter has a capacity of 21 beds. Priority is given to serving homeless families since Second Chance is the only shelter in East St. Louis that accepts families. The primary goals of the shelter are (1) to provide a temporary, safe, supportive environment for families who are temporarily without a permanent home, and (2) to assist families in locating permanent housing.

During 1986, the shelter provided the homeless with the following services:

- Lodging plus two meals per day
- 2,800 nights of lodging (an average of 500 nights of lodging per month)
- Case management services
- Information and referral services
- Assistance in locating permanent housing
- Limited transportation

An additional service to the homeless are the Life-skills Training classes, which are targeted at single women with families. These classes are designed to provide basic information on budgeting, parenting skills, nutrition, grooming, job search techniques, and building self-esteem.

The Second Chance Shelter also provides an opportunity for Red Cross volunteers and staff to assist the homeless in coping with their current crisis situations. Volunteers and staff contribute their time to the daily operation and maintenance of the shelter building, as well as to providing counseling and referral services.

The Homeless Transportation Program is part of the Homeless Services Network funded by the city of St. Louis. This is the only program in St. Louis providing transportation to the homeless.

The purpose of the transportation program is to provide transportation services within the city of St. Louis to the homeless who are residing in emergency shelters. Priority is given to families and single-parent families. The Red Cross uses two nine-passenger vans to transport the homeless clients from emergency shelters in the mornings to the day center (a day shelter where the homeless may stay during the day) and to government and social service agencies, housing opportunities, and health clinics. Transportation is then provided from these locations back to the emergency shelters in the evenings.

Transportation from the emergency shelters to the day center is provided on a fixed-route schedule between 7 a.m. and 10 a.m., Monday through Friday. Homeless clients at each of the participating shelters are provided transportation according to a daily schedule. Between 10 a.m. and 1:30 p.m., clients are transported to and from appointments to government and social service agencies, job interviews, doctor's appointments, and so on. Transportation back to the shelters is provided between 4:00 p.m. and 7:30 p.m.

Since the Homeless Transportation Program began in December 1985, it has handled more than 10,000 requests for transportation. The program receives approximately 150 requests for transportation every day and with existing resources responds to about 75 requests daily.

During 1986, the program provided transportation to approximately 2,000 homeless individuals in St. Louis. The Red Cross expects to continue to operate the program based on the tremendous demand for transportation services for the homeless.

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